

BIKRAM AJIT SINGH

ASSISTANT MANAGER - Operational Excellence, Customer Service & Retail Operations

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📍 [Richmond Hill](#)

in [LinkedIn](#)

SKILLS

- **Retail Operations & Management** : Customer engagement, Service Optimization, Loyalty Programs
- **Strategic Management**: Team Mentorship, Competitor Analysis, CRM Tools, Performance Evaluation
- **Sales & Business Development**: Revenue Growth Strategies, Relationship Management, Sales Strategy
- **Operational Efficiency**: Process and Logistics Management, Workflow Automation, Operations Management
- **Financial Planning**: Revenue Forecasting, account management, Client Relations & Financial Services.

WORK EXPERIENCE

Customer Service Representative

May 2023 – Present

BarBurrito Restaurants Inc.

Richmond Hill

- Elevated customer satisfaction scores by 30% through process optimization, workflow automation, predictive demand forecasting, KPI-driven performance analysis, accuracy, and real-time service enhancements.
- Reduced peak-hour service delays by 15% by implementing data-driven queue management systems, inventory allocation, AI-assisted order prioritization, real time bottleneck identification, and lean operational frameworks.
- Supervised and trained 5+ new employees, boosting productivity by 20% via standardized operational protocols, structured competency-based training modules, skills gap analysis, and continuous performance tracking.

Business Development Officer

June 2021 – April 2023

Modern Finance Services

India

- Spearheaded client acquisition strategies, expanding the customer base by 29% and generating \$1.8M in revenue through targeted prospecting, conversion funnel optimization, segmentation modeling, and CRM analytics.
- Designed outreach programs exceeding annual market penetration goals by 130%, securing \$110K in additional sales through competitive benchmarking, sales structuring, pricing analytics, and behavioral customer insights.
- Conducted market intelligence research, optimizing financial service offerings and increasing client retention by 22% through predictive modeling & strategies, demand elasticity analysis, and targeted promotional structuring.

Bank Officer

October 2020 – June 2021

AU Small Finance Bank

India

- Engineered customer acquisition models, increasing portfolio value by \$900K and achieving 93% first contact resolution on over 250 service cases via credit risk assessment algorithms, and behavioral financial analytics.
- Developed a segmentation model, enhancing banking solutions and improving lifetime customer value by 18% using AI-driven financial profiling, transaction pattern recognition & data backed wealth management strategies.
- Implemented monthly performance audits, refining banking services and increasing retention rates by 25% through framework analysis, service-level agreement (SLA) enhancements, and process driven matrices.

Branch Acquisition Manager

January 2020 – October 2020

IndusInd Bank

India

- Directed branch operations, increasing revenue growth by 140% through cross-functional team leadership, revenue cycle management, pipeline forecasting, service quality, and digital transformation of banking operations.
- Collaborated strategic partnerships with 60+ local businesses, enhancing financial product penetration and increasing cross-sell ratios by 35% through market demand analysis, and incentive based sales strategies solutions.
- Optimized branch acquisition frameworks, reducing onboarding time rate by 28% by integrating agile deployment methodologies, end-to-end compliance automation, marketing strategy and document authentication.

PROJECTS

Project GREEN

University Initiative – Coordinator

- Partnered with 50+ local farmers to enhance agricultural productivity by 40%, soil fertility assessment, crop yield forecasting, and precision farming techniques while implementing data-driven decision-making models.
- Conducted 50+ interactive sessions connecting agricultural experts with farmers, supply chain optimization, government subsidy accessibility, and AI-based crop disease detection, fostering a 30% agricultural innovation.

EDUCATION

Post Graduate Diploma in Global Business Management

May 2023 – December 2024

Mohawk College, Mississauga

Bachelor's in Agriculture (Hons.)

August 2015 – June 2019

DAV University, India

CERTIFICATIONS & AWARDS

- **Certified in Customer Service** – Zendesk
- **GLO-BUS Business Simulation Winner** – International business competition
- **Winner of "Extra Miler" Award** – AU Small Finance Bank
- **Winner of "Emerging Star" Award** – AU Small Finance Bank