



# Chirag Juneja

Senior Manager - Business operations and development | Driving Revenue Growth, Strategic Partnerships, and Market Expansion

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## Summary

Results-driven professional with expertise in operations, sales, audits, and business development. Proven track record of driving revenue growth, optimizing efficiency, and building strategic partnerships. Adept at leading teams, mitigating risks, and delivering impactful results across industries.

## Experience

**Alma Better**

Senior Manager Business Development

**November 2024 - Present**  
Bangalore

- Revenue Growth: Consistently exceeded sales targets through strategic business development.
- Strategic Partnerships: Built high-value relationships to maximize ROI and drive synergies.
- Market Expansion: Led go-to-market strategies for successful penetration into emerging markets.
- Customer-Centric Solutions: Developed tailored strategies to enhance client satisfaction and retention.
- Team Leadership: Mentored and inspired high-performing teams, fostering innovation and accountability.
- Data-Driven Decision Making: Leveraged analytics to refine strategies and optimize business performance.
- Strategic Planning: Aligned business development goals with organizational objectives for measurable impact.

**Alma Better**

Business Development Manager

**June 2023 - November 2024**  
Bangalore

- Consistently exceeded monthly revenue targets, generating ₹50+ lakhs in B2C sales.
- Achieved an ARPU of ₹45,000, with each BDA averaging ₹5 lakhs in revenue.
- Developed and implemented SOPs for sales, including call pitches, product manuals, and training documents.
- Optimized sales processes using data-driven strategies to enhance efficiency and revenue growth.

**The Queens English**

Head of Pre Sales

**May 2022 - Jan 2023**  
Uk London

- Produced operational improvement reports for senior leadership. Utilized product expertise for high customer satisfaction.
- Managed industry-leading CAC.
- Award-winning BDM for quality sales and processes.
- Oversaw sales team, maximizing customer engagement and selling QE's courses in India

**CueMath**

Lead Quality Team

**May 2021 - May 2022**  
Gurugram

- Led CueMath operations with 10-15 Sales Managers, implementing tools and processes for goal achievement.
- Ensured 100% process adherence and SOP compliance during audits and revenue generation.
- Solely managed creation, delivery, and accuracy of Daily Productivity Reports with strong work ethics.
- Handled validation and closure of contracts, agreements, and sales, ensuring smooth customer enrolments.

**Oravel Private Stays Limited**

Asset Business Manager

**August 2019 - Sep 2020**  
Gurugram

- Developed and validated training plans for team members to understand delivery and partner support.
- Recognized by Operations, Service, and Delivery Managers for timely, quality deliverables. Promoted existing and new company products.
- Adhered to board policies for smooth process operations and managed partner complaints effectively.

**AON**

Benefits Processor

**Feb 2017 - July 2019**  
Gurugram

- Managed health, welfare, and benefits administration for clients.
- Conducted functionality testing for clients such as Wells Fargo, Intel, Motorola India, Solutions, and Johnson and Johnson, including writing test scenarios.
- Prepared benefit requirement documents, managed HRIS Import/Export, and addressed client calls and queries.
- Oversaw project management, annual enrollment for global clients, training, process implementation, and strategic business planning.

**The Lord Krishna Thrift & Credit Society**

Assistant Manager

**July 2012- Dec 2013**

- Supervised society activities and contributed to acquiring new customers and business while shaping policies.
- Coordinated interdepartmental functions within the society. Set and achieved targets within specified timeframes.
- Ensured effective collaboration and goal attainment.

## Education

**Symbiosis Institute of International Business**

International Business

**2012-2016**  
Postgraduate Degree  
A+

**Hindu College**

Business/Commerce, General

**2009-2012**  
Bachelor's degree  
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## Skills

### Leadership

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### Time Managment

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### Flexibility

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### Territory Management

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### Forging Partnerships

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### Communication

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### Analytical Thinking

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### Team Work

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### Payroll Management

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### Claims Settlement

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### Technicsl Skils

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Leadsquared, Google Workspace, MS Office, Freshdesk, Ameyo

## Languages

### English

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### Hindi

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### Punjabi

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## Interests

### Moto Sports

### Travel

### Cooking