## Gautam Khatri



Feb 2021 - Mar 2021

ACADEMIC PROFILE			
PGDM - Marketing	72.67 %	Jagdish Sheth School of Management, Bengaluru	2025
B. Com	69.19 %	New LJ Commerce College, Ahmedabad (GU)	2022
Class XII (RBSE)	67.00 %	Shiv Jyoti Sr Sec School, Kota	2018
Class X (RBSE)	86.17 %	Solar International School, Sanchore	2016

#### **AREAS OF STUDY**

Behaviour, Entrepreneurship, Supply Chain Management, Consumer Behaviour, Customer Acquisition, Service Marketing, Channel partner management and, Customer Retention.

Strategic Management, Marketing Management, Marketing Research, Financial Management, Operations Management, Organizational

**WORK EXPERIENCE** 4 Months

**Crystalvoxx LTD Junior Sales Executive April 2022 – July 2022** 

- Transformed cold leads into successful sales at Crystalvoxx.
- Conducted cold calls, sent bulk emails, and made video calls to engage clients.
- Maintained communication with previous clients to nurture relationships and lead a team of 3 sales executives.

INTERNSHIP(S) 6 Weeks

**Social Media Content Creator Trainee** 

**FilterCopy** Completed a 6-week internship focused on social media content creation.

- Developed skills in creating content for multiple platforms including YouTube, Instagram, and Facebook.
- Applied learned techniques to personal Instagram account, resulting in a gain of over 120 organic followers.

## **ACADEMIC PROJECT(S)**

## **Design Thinking**

- Created a booking app for Hotel Bloosuites, increasing online reservations by 30%.
- Implemented airport wall advertising, reaching an estimated 50,000 travellers daily.
- Redesigned hotel ambiance to cater to distinct customer groups, resulting in a 25% increase in overall guest satisfaction.
- Combined initiatives led to a 20% boost in occupancy rates and a 15% increase in revenue per available room (RevPAR).

## Strategic Analysis and Value Proposition for Swiggy and Xoxoday

- Conducted in-depth background research on Swiggy and Xoxoday, gathering relevant information about their market presence, and service portfolios.
- Performed a STEEP Analysis to understand the macro-environmental factors affecting Swiggy and Xoxoday.
- Analyzed competitive environment using Porter's Five Forces framework to assess the industry's attractiveness and identify competitive pressures.
- Developed an extensive 9 Box SWOT (Strengths, Weaknesses, Opportunities, Threats) analysis for Swiggy and Xoxoday to identify strategic options moving forward.

## **CERTIFICATIONS**

Branding and Customer Experience	IE Business School (Coursera)	2024
Channel Management and Retailing	IE Business School (Coursera)	2024
Excel Skills for Business: Advanced	Macquarie University (Coursera)	2023

## **POSITIONS OF RESPONSIBILITY**

## **Head – General Public – Kanyathon**

2024

- Led a 7-person "General Public" team for the Kanyathon fundraiser marathon event.
- Successfully raised ₹54,000 in total revenue through ticket sales.
- Conducted endorsement and education campaigns in Electronic City Phase 1 and Phase 2. Inspired revenue by effectively promoting and selling event tickets to the general public.

# JAGSoM, Bengaluru

## **Member - Events Team - Admissions Committee**

2023-2024

- Conduct weekly online admission selection interviews for new applicants.
- Plan and organize engaging activities like Jagsom Premier League (cricket) and Jagsom Super League (soccer) for the 2023-2025 batch.
- Coordinate events for newly inducted students to facilitate their integration into the college.

## **ACCOMPLISHMENTS**

## Competitions

Earned selection for the district level Basketball competition, demonstrating exceptional skill and competitive prowess in the sport.

## **SKILLS**

Customer onboarding, Proactive problem-solving, Churn reduction, Upselling and cross-selling.