

ADITYA PILLAI, MBA

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PROFESSIONAL SUMMARY

High-performing administrative leader with 3+ years of experience in project management and project operations across multiple industries. Confident in ability to coordinate and execute complex schedules for senior leaders. Particular about leaving a unique mark on any project undertaken by means of creative problem solving, increased efficiency and ability to learn processes quickly, effectively transforming into a catalyst for growth.

WORK EXPERIENCE

Asst. Brand Manager, Devji Aurum W.L.L. 2023 - Present

- Led development and subsequent improvement of brand perception by setting processes and standardized brand SOPs, increasing in-store footfall and elevating customer experience.
- Designed and executed in-depth market research & competitor analysis, both in Bahrain & Dubai, understanding market trends and providing necessary strategies to improve sales.
- Successfully implemented a customer feedback program, resulting in a 25% increase in overall satisfaction ratings.
- Worked with lead merchandizer and successfully implemented processes to identify best selling products and proposing strategies based on information.

Project Management Executive, Devji Aurum W.L.L. 2022 - 2023

- Helped in planning and executing the organization's exhibition projects, monitoring project progress and timelines, evaluating project team and staff and communicate with the project lead regarding staffing decisions and project priorities.
- Developed and implemented design features in the organization's e-commerce platform and identified the products to be displayed using best-selling algorithms.
- Oversee project planning, organizing and supervising project team and review project documentation

Relationship Manager & Credit Analyst Trainee, Al Baraka Islamic Bank 2021 - 2022

- Communicate and meet with clients / prospects on a pro-active basis and respond to their inquiries and requests in a timely and accurate manner to ensure high level of customer service.
- Ensure completeness and compliance of all documentation for new and existing customers to protect company and client interests.
- Stay on top of the business operating environment with respect to market trends, interest rates, asset and liabilities positions, trade volume, credit facilities etc. on an ongoing basis and submits the findings to the Head of Corporate.

EDUCATION

Masters in Business Administration (Innovation Management) 2019 - 2021

Symbiosis Institute of Business Management, Pune, India

Bachelors of Commerce (Finance) 2016 - 2019

Annamalai University, Tamil Nadu, India

ADDITIONAL ACHIEVEMENTS

- Research Paper titled "Role of Complete Qualitative Management in the performance of an employee and their innovation performance" published in SCOPUS certified journal.
- Successfully completed BMC's core concepts course on Sep. 25, 2019
- Successfully completed online courses in "Initiating and Planning Projects", "Managing Project Risks & Changes" and "Budgeting & Scheduling Projects" from the University of California, Irvine.