

# Tarun Juneja

📍 Central Delhi, Delhi, India ✉ Juneja.tarun72@gmail.com ☎ +91-9899897114

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## SUMMARY

Proactive Franchise Expansion Zonal Manager with 3 years of experience in franchise operations and growth strategies. Orchestrated the launch of multiple car detailing franchise locations and drove sales growth by [X]% year-over-year through innovative marketing and customer retention initiatives. Seeking new opportunities to leverage skills in operations management and franchise development to further enhance brand presence and drive revenue growth.

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## EXPERIENCE

### Franchise Expansion Zonal Manager

**Liv India Auto Care Pvt Ltd (Lords Of Detailing)**

**Dec 2022 to May 2025 – June 2025, Noida**

- Franchise Operations Management
- Sales and Revenue Growth
- Customer Relationship Management
- Staff Training & Development
- Marketing & Promotions
- Budgeting & Financial Management
- Quality Control & Compliance
- Conflict Resolution & Problem Solving
- Local & Regional Marketing Campaigns
- Manage and oversee operations for [X] car detailing franchise locations in Region or Zone], ensuring they meet corporate standard for quality and service.
- Drive sales growth by [X]% year-over-year through the implementation of strategic marketing campaigns, upselling, and customer retention efforts.
- Train, support, and mentor franchise owners and their teams on operational procedures, customer service best practices, and company policies.
- Develop and maintain positive relationships with franchisees to ensure smooth communication and resolve issues promptly.
- Monitor financial performance and assist franchisees in achieving profitability targets through cost management and efficient resource allocation.
- Conduct regular audits to ensure compliance with brand standards, health safety regulations, and local laws.
- Lead the rollout of regional promotions and ensure proper execution at the franchise level to boost brand visibility and customer engagement.
- Orchestrated the launch of new franchise locations, aligning them with corporate guidelines and optimizing site selection to enhance regional market penetration.

### Branch Manager (Franchise Expansion & B2B Sales)

**The Professional Courier**

**Aug 2021 to Nov 2022**

- Analyze customer orders, set delivery priorities and make schedule adjustments to meet timely delivery goals
- Develop process improvements to achieve cost effectiveness and time saving
- Perform customer negotiations for delivery rates
- Build positive and productive working relationships with customers for business growth
- Make critical business decisions to meet customer expectations
- Develop scope and budget for delivery projects
- Oversee daily activities of delivery team and provide direction and guidance
- Work under the direction of the AVP and or Director to provide application solutions for assigned business areas.

### Team Leader

**Awizon IT Solution Pvt Ltd**

**Oct 2019 to June 2021**

- Building, guiding and developing an engaged crew team to deliver high levels of customer care and business results
- Always driving continuous improvement in processes and procedures
- Responsible for all operating procedures and policies, reporting and daily paperwork
- Monitor and maintain individual and team development and communication to ensure overall productivity.

### Trainer

**Intellenet Global**

**2018 to Sep 2019**

- Lead strategic development of all training and education materials, programs and initiatives, including training videos, service and sales directives, new-hire orientation programs, educator/leaders' guides, and business-building strategies
- Providing product knowledge training
- Observing the daily operations of call center employees and identifying any areas of improvement.
- Provide ongoing performance evaluation reports and training

- Preparing procedures and policies regarding sales techniques and appropriate agent conduct Preparing procedures and policies regarding sales techniques and appropriate agent conduct.
- Measuring the effectiveness of training sessions and preparing individual or team progress reports.
- Observing the daily operations of call center employees and identifying any areas of.

### **Sr Executive**

#### **Homeshop18**

**Jan 2015 to 2018**

- Taking calls
- Meet customer expectation
- Escalate the queries to concern department.

### **Executive**

#### **Dr Batras**

**June 2011 to Nov 2014**

- Customer Care Executive Handling customer complaints
- Problem-solving
- Book Appointments.

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## **EDUCATION**

### **MBA in Marketing and Finance**

Symbiosis University

### **BBA**

Pondicherry University

### **12th**

A.I.S.S.E

### **10TH**

C.B.S.E

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## **SKILLS**

Excellent interpersonal and communication skills, Customer Relationship Management, Conflict Resolution & Problem Solving

Strategic Planning, Sales, Budgeting & Financial Management, Marketing & Promotions

Windows XP, Windows 98, 2003, 2007, 2009 Windows 7, Window 11 vista, Windows 10, Windows 11, MS office, Word, Excel, Surfing Net, Emails

English, Hindi, Punjabi

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