

LAKSHMANAN T

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PROFESSIONAL SUMMARY

Results-oriented operations professional with 3+ years of progressive experience across Sales Operations, B2B Client Acquisition, HR Administration, and Branch Management. Certified HR Generalist (Henry Harvin) with a strong foundation in CRM pipeline management, HRIS systems, MIS reporting, payroll coordination, and recruitment operations. Proven track record of improving process efficiency, ensuring data accuracy, and delivering measurable business outcomes across multiple functions.

PROFESSIONAL EXPERIENCE

Sales Operations Executive | KGISL Micro College, Coimbatore

Feb 2025 – Jul 2025

- Managed CRM pipeline for 500+ leads on LeadSquared, ensuring systematic follow-ups that improved lead-to-enrolment conversion rate by 18%.
- Built and maintained automated MIS dashboards in Advanced Excel, cutting daily reporting time by 40% and enabling real-time KPI visibility for sales leadership.
- Identified and resolved data inconsistencies across CRM and internal records, achieving 98%+ data accuracy across the pipeline.
- Collaborated with marketing and admissions teams to align lead tracking processes, reducing lead leakage by streamlining handoff workflows.

Branch In-Charge & HR Operations | Skill Floor Solutions Pvt. Ltd., Coimbatore

May 2024 – Nov 2024

- Single-handedly managed HR operations for a 20+ member branch, overseeing recruitment, onboarding, attendance, and payroll input with zero compliance violations.
- Reduced employee onboarding time by 30% by digitising documentation checklists and standardising the induction process.
- Maintained 100% accuracy in monthly payroll input and leave records, eliminating salary processing errors for consecutive months.
- Sourced and screened candidates for 10+ open roles within tight timelines, reducing average time-to-hire by coordinating directly with department heads.
- Prepared management-level HR reports covering headcount, attrition trends, and leave utilisation, enabling informed workforce planning.

B2B Sales Coordinator – Client Acquisition | Tech 7 Automation Systems India Pvt. Ltd.

Dec 2021 – Mar 2024

- Acquired 30+ new B2B clients across manufacturing and engineering sectors over 2 years, directly contributing to revenue growth through end-to-end deal closure.
- Improved sales pipeline visibility by building a structured CRM tracking system, reducing follow-up gaps and increasing closure rate by 22%.
- Coordinated 50+ product demonstrations and technical walkthroughs with client stakeholders, accelerating the decision-making cycle.
- Negotiated pricing and commercial terms with procurement teams, securing long-term contracts that resulted in consistent repeat business.

CERTIFICATION

Certified HR Generalist | Henry Harvin Education

HR Generalist Program

Covered HR strategy, talent acquisition, performance management, payroll compliance, labour laws, and employee relations.

EDUCATION

Bachelor of Business Administration – Human Resource Management

D. Y. Patil University | 2023 – 2026

CORE SKILLS & TOOLS

CRM & Reporting: LeadSquared, Advanced Excel (VLOOKUP, Pivot Tables, Dashboards), MIS Reporting, KPI Tracking

HR Operations: HRIS Management, Payroll Coordination, Attendance & Leave Management, Recruitment & Onboarding, Labour Compliance

Sales & Business Dev: B2B Client Acquisition, Sales Forecasting, Pipeline Management, Commercial Negotiation

Soft Skills: Cross-functional Collaboration, Process Improvement, Data Accuracy, Stakeholder Communication