

# Milind Acharya

Delhi | 8595411494  
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## Summary

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A dedicated Political Science graduate with four years of hands-on experience in business operations, client relations, and financial management. Adept at stakeholder engagement, strategic decision-making, and policy implementation. Seeking to leverage strong analytical and communication skills in a public policy role to drive impactful change.

## Education

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**University of Delhi | Delhi**  
**Bachelor of Arts (Political Science) | 05/2024**

**Kerala School | Delhi**  
**High School Diploma (Humanities) | 04/2021**

## Skills

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Research and Analysis, Client & Stakeholder Engagement, Strategic Planning & Decision Making, Financial & Business Management, Negotiation & Persuasion, Market Research & Data Interpretation, Strong Written & Verbal Communication, Relationship Building, Positive Attitude, Problem Resolution

## Experience

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**Standard Brooms Enterprises | Delhi**  
**Business Operations/Client Relations Manager | 01/2021 - Present**

*Established family-owned manufacturing firm with a reputation for housekeeping products. The business focuses on delivering high-quality products while maintaining a customer-first approach and adapting to market trends.*

- Led a team of **11 employees**, managing day-to-day operations, while honing skills in leadership and team coordination
- Led client outreach efforts, establishing and maintaining strong relationships that contributed to business growth.
- Negotiated and closed deals with **around 100+ clients**, enhancing the company's market presence.
- Managed business transactions, ensuring financial accuracy and regulatory compliance.
- Conducted **research** on market trends, consumer behavior, and competitor strategies and developed strategic plans to expand business operations.
- **Analysed data** to identify emerging patterns, which helped adapt business strategies and anticipate shifts in the industry.
- Collaborated with diverse stakeholders to improve business policies and customer satisfaction.
- Maintained **detailed documentation** of business transactions and client interactions.
- Regularly addressed challenges and implemented solutions that required analysing complex information and evaluating multiple perspectives.
- Oversaw other **administrative operations**, optimizing efficiency and workflow.

**Factaco | Delhi**  
**Co-Founder | 09/2023 - 04/2024**

*Factaco is an edutainment platform that provides content intended to teach with incidental entertainment value and offers collaboration and quiz-related content to universities and institutes.*

- **Assisted in over 20 quizzes** in universities and institutes across India such as St. Stephen's College, IIT Ropar, LadyShri Ram College, Miranda House, Punjab Engineering College, and more.
- Planned and **monitored social media marketing campaigns** and contributed **numerous articles and content**.

## Languages

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English, Hindi, Bengali, Malayalam