

NANDINI RAGHUWANSHI

Event & Operations Manager | Strategic Execution | Stakeholder Leadership

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PROFESSIONAL SUMMARY

Results-driven Event & Operations Manager with 2+ years of experience delivering high-impact events and overseeing multi-stakeholder retail environments. Proven track record managing budgets up to ₹25 lakhs, driving 15-25% footfall growth, and leading cross-functional teams under pressure -combining sharp operational instincts with a creative entrepreneurial mindset.

WORK EXPERIENCE

Event Manager

Oct 2025 - Present

Century 21 Town Planners Pvt. Ltd. & Ruvaira Curated Experiences - Indore

- Spearheaded end-to-end planning and execution of 20+ large-scale festive and corporate events, consistently attracting 500+ attendees while coordinating 10-15 vendors at premium venues including Sheraton Grand Palace
- Owned the complete budgeting and vendor negotiation lifecycle for events ranging from ₹5 to ₹25 lakhs, achieving 10-15% cost savings through strategic consolidation and directly contributing to a verified 15-25% increase in mall footfall during key seasonal activations
- Proactively managed and resolved real-time operational challenges across multiple concurrent teams, venue zones, and stakeholder groups - ensuring seamless, on-brand delivery even under high-pressure timelines and last-minute client scope changes
- Developed detailed event briefs, run-of-show documents, and post-event reports for client review, establishing a consistent reporting framework that strengthened client trust and improved planning efficiency across recurring activations
- Collaborated closely with marketing, retail, and design teams to conceptualise and deliver experiential event formats that elevated brand presence, enhanced visitor engagement, and supported broader commercial objectives of the mall

Floor Manager- Operations

Jun 2024 - Jun 2025

Phoenix Citadel Mall - Indore

- Directed daily operations across a 20+ store premium retail environment, overseeing 5,000-8,000 daily visitors and serving as the primary escalation point for complex customer complaints, inter-tenant disputes, and critical service failures requiring swift resolution
- Designed and implemented targeted process improvements across shift handovers, staff communication protocols, and service delivery workflows - resulting in a 25% boost in team productivity and a 15% improvement in customer experience satisfaction scores
- Optimised staff deployment strategies and zone coverage models during peak trading hours and high-traffic windows, directly cutting average customer wait times by 20-30% and measurably improving service speed and overall floor operational throughput
- Led all ground operations during major weekend rushes, festive seasons, and promotional events with 30%+ above-average footfall, maintaining effective crowd management, full safety compliance, and uninterrupted retail activity throughout each high-intensity period
- Formally recognised with a Certificate of Appreciation by the Central Director for outstanding leadership, consistent operational performance, and exemplary crisis management capabilities demonstrated across multiple high-pressure, high-footfall events

Administrative & Operations Assistant

Aug 2023 - Jan 2024

Rhythmic Power Yoga - Indore

- Overhauled and streamlined all studio operations by taking full ownership of 50+ weekly class schedules, member records, and billing documentation -significantly reducing administrative backlog and improving day-to-day operational efficiency across the studio
- Revitalised the studio's social media presence from the ground up through consistent strategic content planning, audience engagement initiatives, and platform-specific posting schedules -growing engagement by 20% and the follower base by 15% in under six months
- Served as the primary point of contact for 100+ active members, managing end-to-end onboarding, query resolution, and relationship management - improving average response time by 30% and earning consistently positive feedback for service quality
- Coordinated timetabling, instructor substitutions, and resource allocation across 5-7 instructors to ensure zero disruptions to class delivery, maintaining optimal studio utilisation and member satisfaction at all times
- Introduced structured attendance monitoring and payment tracking systems that eliminated manual errors, reduced administrative overhead costs by 25%, and enabled data-driven decisions around class scheduling and membership management

AREAS OF EXPERTISE

Soft Skills

- Leadership & Team Management
- Negotiation & Persuasion
- Crisis & Pressure Management
- Client Communication
- Problem Solving
- Time Management & Prioritisation

Tools & Software

- MS Excel & Google Sheets
- MS PowerPoint
- Canva
- Adobe Photoshop
- Trello & Slack
- Video Editing

Industry Knowledge

- Luxury Hospitality
- Retail & Mall Operations
- Brand Activation
- F&B Coordination
- Experiential Marketing
- Vendor Ecosystem Management

EDUCATION

Bachelor of Commerce (B.Com) in Management

2021 - 2024

Barkatullah Vishwavidyalaya (BU), Bhopal

Relevant Coursework- Organisational Behaviour · Human Resource Management · Strategic Management · Marketing Management · Financial Management · Business Law · Statistics & Accounting

CERTIFICATIONS

- IELTS Academic-** British Council, Overall Band Score: 6.5
- Diploma in Event Management-** Alison, Accredited Online Diploma
- Google Project Management Certificate-** Google, Coursera
- Graphic Designing Foundation Course-** Design Institute

ENTREPRENEURSHIP

Founder & Concept Developer -LastMinFash

2025 - Present

Blueprinted end-to-end operational model and logistics frameworks for a hyper-local same-day fashion delivery platform; designed user feature maps and brand positioning strategies for tier-2/3 market entry.