

ROHIL SINGH

FINANCIAL SERVICES REPRESENTATIVE - Client Relations, Financial Analysis & Advisory

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SKILLS

- **Financial Tools:** Financial analysis, cash flow modeling, risk assessment, portfolio simulation, market analysis.
- **CRM & Banking Systems:** CRM software, client databases, digital banking platforms, transaction systems.
- **Data & Reporting:** Financial reporting tools, data interpretation, report generation, dashboard tracking.
- **Business Software:** MS Excel, spreadsheets, ERP systems, documentation tools, workflow systems, macros.
- **Analytical Techniques:** Trend analysis, forecasting, performance metrics, variance analysis, data validation.

WORK EXPERIENCE

Operations Coordinator

November 2023 - Present

Sunland Kitchen & Bath

- Streamlined financial records, invoice management, and account tracking systems, accelerating internal processing efficiency and turnaround time by 28%.
- Resolved complex customer transaction and billing discrepancies, elevating overall service satisfaction performance scores to 97%.
- Coordinated with finance and sales divisions, strengthening cash flow planning accuracy and boosting revenue growth by 25%.
- Negotiated favorable pricing structures and contract terms with vendors, reducing procurement and supply chain costs by 18%.
- Audited financial documentation and reporting accuracy, minimizing discrepancies and reinforcing compliance reliability metrics by 22%.
- Orchestrated transaction workflows and structured reporting systems strategically, shortening administrative processing cycles and cut processing by 24%.
- Evaluated vendor performance metrics and cost trends, identifying actionable savings opportunities across operational departments.
- Strengthened cross-functional communication processes, accelerating issue resolution timelines and task completion rates by 30%.
- Implemented process tracking controls and documentation standards, improving operational visibility and accountability across functions by 23%.

Sales Executive

April 2019 - May 2023

Apasteron Pvt. Ltd.

- Cultivated and strengthened long-term relationships with high-value clients, increasing repeat business revenue growth by 40%.
- Analyzed market trends, competitor activity, and customer insights, supporting leadership decision-making and strategy development.
- Delivered customized product recommendations and issue resolutions, sustaining customer satisfaction performance levels at 95%.
- Surpassed assigned quarterly sales targets by an average of 20% through structured prospecting, strategic negotiations, and client presentations.
- Evaluated pipeline metrics and conversion ratios, improving forecasting accuracy and sales planning efficiency by 26%.
- Implemented revenue and performance analyses to executives, shaping pricing decisions and optimizing campaign ROI by 21%.
- Secured long-term retention of key accounts through structured client engagement strategies, reducing churn risk by 27%.
- Initiated regional market expansion through targeted prospecting initiatives, increasing qualified lead generation volume by 20%.

EDUCATION

Master of Business Administration (MBA) - Finance

University Canada West, Vancouver, BC

July 2023 - December 2024

Bachelor of Arts - Economics

Chaudhary Charan Singh University, India

July 2015 - June 2018