Gopal Luhar

Pali, Rajasthan, India | +91 9549610505 | gopalmalviya100@gmail.com | linkedin.com/in/gopalluhar
Portfolio: gopalluhar100.github.io/portfolio/

PROFESSIONAL SUMMARY

Lead generation and data research professional with **5+ years** of experience supporting US and UK clients. Skilled in prospect and decision-maker research, business email and phone research, data mining, data preprocessing, CRM enrichment, list building, quality assurance, and remote operations support. Experienced in converting client requirements into accurate datasets, reliable workflows, and sales-ready deliverables.

SKILLS

- Lead Generation
- Prospect Research
- Market Research
- Data Mining
- Data Cleaning & Validation
- Quality Assurance
- Email & Phone Research
- CRM Enrichment
- Team Coordination

PROFESSIONAL EXPERIENCE

Senior Associate *Jan 2021 - May 2026 | Fusion Business Solutions (P) Limited, Udaipur, India*

- Supported US and UK clients with lead generation, data research, CRM administration, virtual assistance, and back-office operations.
- Researched companies, prospects, decision-makers, business emails, phone numbers, and contact details using Apollo, CRM platforms, search engines, and public data sources.
- Built targeted prospect lists by cleaning, standardizing, deduplicating, validating, categorizing, and enriching records before delivery or CRM upload.
- Managed US insurance agency workflows including prospect setup, quote support, policy endorsements, invoice generation, document verification, and customer support.
- Led work allocation, quality reviews, client responsibilities, onboarding support, and process improvements while maintaining meticulous attention to detail.
- Analyzed client requirements and converted them into practical research processes, customized solutions, and accurate deliverables.
- Trained and guided new team members on workflow requirements, quality expectations, and client-specific procedures.

Customer Care Executive *Aug 2020 - Dec 2020 | Five Splash Infotech Pvt. Ltd., Udaipur, India*

- Improved standard operating procedures, contributing to an increase in customer satisfaction from 60% to 90%.
- Recognized by Swiggy Headquarters for increasing customer satisfaction - the only person in a team of 300 to receive the recognition.
- Resolved product, service, order, warranty, return, and technical inquiries while documenting outcomes accurately.

Site Supervisor *Jan 2019 - Feb 2020 | Rukkya Construction Co., Udaipur, India*

- Expanded and led a team from 10 to 60 members while coordinating schedules, materials, labor, and project execution.
- Completed construction projects valued at approximately INR 3 Crores. within one year.

- Prepared cost estimates, tracked progress, and coordinated technical aspects of construction projects.

SELECTED PROJECTS

EdTech Market Expansion & Strategic Lead Generation

- Researched target organizations, decision-makers, business emails, and contact information; cleaned, standardized, categorized, deduplicated, validated, and enriched records for outreach-ready prospect lists.

A/R Management & Property Verification

- Supported accounts-receivable research and verified property information using Google Maps and property appraiser databases, organizing findings into accurate follow-up records.

Quality Assurance & Performance Auditing - Home Services

- Reviewed recorded calls and completed work for accuracy, lead qualification, consistency, and adherence to client requirements; documented issues and performance gaps.

Fintech Documentation & Fraud Prevention

- Reviewed borrower documentation, verified information, identified inconsistencies, and maintained accurate loan-tracking data to support fraud-prevention workflows.

US Property & Casualty Insurance Operations

- Supported prospect setup, quotes, issuance, renewals, endorsements, cancellations, and policy-document verification using EZLynx, Applied Epic, Excel, and Word.

KEY ACHIEVEMENTS

- Team Expansion: Identified additional service opportunities that led to two new staff members being added within three months to manage the increased workload.
- Revenue Growth: Helped onboard a new lead-generation client whose special project contributed a verified 20% revenue increase.
- Quality Recognition: Received Star Employee of the Month five times and maintained 100% attendance for two consecutive years.

EDUCATION

SS College of Engineering, Udaipur — 2016 - 2019
Bachelor of Technology (B.Tech.) - Civil Engineering — Division: 1st
SS Polytechnic College, Udaipur — 2012 - 2015
Polytechnic Diploma - Civil Engineering — Division: 1st

TOOLS & PLATFORMS

Apollo | HubSpot | iContact | CRM Platforms | Microsoft Excel | Microsoft Word | Kendo | EZLynx | Applied Epic | Slack | Google Maps | Property Appraiser Databases

PROFESSIONAL STRENGTHS

Attention to Detail | Quality-Focused Execution | Team Coordination | Process Improvement | Training & Onboarding | Remote Collaboration