



Aditya Prakash

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PROFESSIONAL SUMMARY

Client success and retention are the keys to a company's growth. In a new flattening world that includes social media, the customer's voice carries more weight than ever before. This is especially important with hosted solutions that allow a customer to opt in or out with every renewal. My passion and strengths align with scoping, building, and maintaining solutions that deliver ongoing success. Extensive experience working with C-suite.

SKILLS

- Salesforce.com CRM, NetSuite ERP integration
- Enterprise software industry breadth including SaaS/Hosted
- Polished presentation delivery refined through demonstrations, business reviews
- Company mergers, acquisitions, incorporation, transition, re-branding

WORK EXPERIENCE

PXP Services India Pvt. Ltd.

June 2017 — Present

Project/Program Manager

Working with the Project Sponsor and Key Stakeholders in completing a critical transition across multiple locations around Technology and non-Technology facets of the business.

- Facilitate the definition of project scope, goals and deliverables.
- End-to-end project Delivery Planning. Risk, Issue and Dependency management.
- Managing and owning the Project Board meetings.
- Define project tasks and resource requirements. Plan and schedule project timelines.
- Management of the project budget. Highlighting deviance from planned financial targets as/when necessary.
- Constantly monitor and report on progress of the project to all stakeholders, present reports defining project progress, problems and solutions, implement & manage project changes and interventions to achieve project outputs.
- To take full responsibility for the management of the wider transition team involving Technical, Finance & Operations.
- Involved in managements related projects and decisions. Worked in setting up and incorporating the Indian entity.
- Company name re-branding project across all the global locations.
- Also, **CRM** owner, responsible for managing the end to end requirements gathering for the CRM and coordinating implementation and release.

Celigo Technologies, India

June 2014 — May 2017

Project Manager

- Service Delivery

- Identify high-risk customers / projects and flag them accordingly
- Lead and quarterback the team of consultants & engineers that implement and deliver solutions to meet the customer's need and meets Celigo's expectations
- Deliver the project per Celigo's methodology & processes
- Provide the initial product demonstration during project kickoff
- Ensure delivered solutions adhere to requirements documents & spirit of the design

- Ensure delivered solutions are properly tested and are of high quality
- Support customer in initial go live process
- Lead and assist with gathering & refining requirements; capable of level 1 solutioning for change orders
- Manage the project scope and timeline while keeping an eye on budget
- Responsible for overall customer success during implementation
- Support / Customer Success
 - Help resolve support cases that are escalated by the support team
 - Act as primary liaison to the support team; train & educate the support team
 - If necessary, act as backup for practice manager for assignment of support cases to consultants & engineers, and ensure the issues are handled
- Sales Support / Scoping
 - As necessary, review pricing calculators, requirements documents, and overall deal makeup to ensure deals being sold are properly vetted, scoped, etc.
 - Respond to sales requests for deal exceptions including but not limited to discounts, early start dates, etc.
- Recruiting, People Management / Employee Development
 - Perform new employee training.
 - Work with other team members to refine & maintain hiring process, tests, and interview criteria.
 - Perform interviews for new candidates, create new employee ramp-up / training plans
 - Mentor team members - consultants & engineers also project managers
 - Work with management to set performance goals for team members
 - Perform performance reviews of team members and regularly provide performance feedback
 - Ensure team members deliver reliable solutions & Implement and enforce processes and best practices
 - Approve PTO for team members and define PTO coverage plans

InsideView Technologies, India

Jan 2013 — May 2014

Customer Success- Operations Specialist

- Own and be accountable for ensuring customer seat retention and contract renewal
- Provide excellent customer service being the single point of contact to help the customers understand the value proposition of InsideView paid licenses
- Answer questions related to their InsideView subscription and help them make most of the self-service materials, user community and online public training classes
- Meet and exceed monthly/annual license renewal targets
- Document all client communications and progress status in Salesforce CRM
- Collaborate with Sales, Customer Success Managers and Billing Team on renewal and upsell opportunities
- Develop and maintain quarterly renewal forecast
- Generate periodical reports for business review discussions
- Analyse, recommend and implement process improvement

ABB Global Industries & Services Ltd.

Oct 2011 — Jan 2013

Application Specialist

- Performed Technical analysis, tracking and issue resolution for clients world-wide related to Enterprise Products
- Managed and assisted integration of Enterprise Software Application
- Root cause analysis which includes identifying the source of the problem and provide appropriate fix to avoid future downtime
- Documented technical content for the company website pertaining to generic product issues with solutions for customer and internal use

- Lead User Acceptance Testing (UAT) Projects for several beta release products
- On-boarding & Trainings new customers (Users) on the product

Altisource Business Solutions Pvt.
Ltd., India

June 2010 — Oct 2011

Junior Software Engineer

- Monitoring & code level troubleshooting of core application. Testing of Code Changes in UAT
- Resolving tickets and issues, Planning and deploying data fix
- Releasing new builds with enhanced functionality and bug fixing.
- End-user support. Generating Ad-Hoc Reports
- Converting Business Logic into Workflows to automate triggering process
- Planning, managing and monitoring backups and End of Day process

EDUCATION

MCA - Computer Applications
Kristu Jayanti Collge, Bangalore India

April 2007 — May 2010

BCA - Computer Science
Presidency College Bangalore, India

May 2004 — April 2007

INTERESTS

I am...

- 1) "Bilingual": I can translate technical ideas to business concepts, and vice versa.
- 2) Inquisitive: I have a reputation for asking good questions, which is useful when gathering business requirements.
- 3) Resourceful: I've demonstrated an ability to learn new industries, businesses, tools and systems.

CERTIFICATIONS

- PMP Trained
- Distributed Application Development using VB 6.0 Certification from NIIT
- ITIL foundation and basics training
- Leadership Challenge Programme – 25 hours extensive professional training conducted at ABB