

PROFILE SUMMARY

Having around 7 years Experienced in Service Management with SaaS based industry. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

PROFESSIONAL SKILLS

- Account Management (Customer Success)
- Project Management
- Client Relationship Management
- Pre-Sales
- Strategic Planning
- Agile
- Team Leadership
- Analyst
- SQL
- Access
- ITIL

NOTABLE ACHIEVEMENTS

At **SVB-ANSR (Freelancing)** – Controlled manual activity in Facilities without any extra cost.

At **MoveInSync Technologies** – 100% projects handed over on committed time.

Participated in pre-sales activities with or behalf of Sales/Pre-Sales Team And successfully converted multiple clients in presence of rival companies.

At **Gladminds Technologies** –Increased revenue of ongoing project from 15L to 12Cr by recognizing a key point.

Worked and Managed 100+ Accounts at same time

EDUCATION

Global Certification in Data Science and AI (In Progress)
MBA (Project Management) - Jaipur National University, Jaipur (2020)
BCA (Degree.) – Mangalam University, Delhi (2013)

CERTIFICATIONS AND COURSES

PMP (Course completion Certificate) – Skillsoft, PMI Certification is in progress
MS Project (Course Completion Certificate) – Skillsoft
Learning Data Analytics (Certification) – LinkedIn, NASBA
SQL (Course Completion Certificate) - LinkedIn

BIG CLIENTS I MANAGED IN MY CAREER

MULTISITE : IBM, Bajaj Auto, Schneider Electric, Philips Electric
BENGALURU: Standard Chartered Bank, NextGen Healthcare, Silicon Valley Bank, Colt Technologies, Atkins Global, Sonicwall
HYDERABAD: Thyrye Digiati, Virtusa Capital

PERSONAL DOSSIER

Location – Bengaluru
Languages known – English, Hindi & Kannada

MoveInSync Technologies, Bengaluru**Implementation Assistance Manager (Project Management) – March 2019 to June 2020**

- Software Implementation: Successfully implemented multiple projects for multi-site and single site.
- Increased customer satisfaction by resolving multiple issues.
- Client Engagement: Successfully managed critical situations in duration of Project Implementation and Post Implementation.
- Product Training: As a product specialist helped in product development, Product Training, and offsite activities.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Drove operational improvements which resulted in savings and improved profit margins.
- Handled multiple calls and meetings per to address customer inquiries and concerns.
- Enhancement Management: Based on requirement understanding provided best solutions or alternatives.
- Pre-Sales Activities: Participated in pre-sales activities with or behalf of Sales/Pre-Sales Team And successfully converted multiple clients.
- Vendor Billing Solution.

Gladminds Technologies Pvt. Ltd, Bengaluru**Project Coordinator (Project Management) – Oct 2016 to Feb 2019**

- Oversaw on-boarding and mentor ship, planned, executed meetings and developed project documentation.
- Transitioned projects from estimation and pre-construction phase to well-defined project execution plan.
- Kept projects on schedule by managing deadlines and adjusting workflows as needed.
- Lead Pan India level Automobile IT Projects for Bajaj 3-Wheeler and 2-Wheeler along with Schneider Electric and Philips Electric IT Projects.
- Merged two projects and got positive result in challenging situation.
- Advised upper management on technology, marketing and designed.
- Worked with multiple projects for different clients.

Aurus Network Infotech Pvt Ltd, Bengaluru**Group Lead (Operations) – March 2015 to June 2016**

- Handling Channel sales team by strategizing and guiding the teams of channel partners, resolving queries and help push for additional sales
- Improved Client service along with Stakeholder's bonding.
 - Paying attention to areas in need improvement and making note of employee's work.
 - Ensuring work is completed correctly and on schedule.
- Monitored social media and online sources like Mouthsut, Facebook and Play-store for industry trends.
- Resolved conflicts and negotiated mutually beneficial agreements between parties.
- Drove operational improvements which resulted in savings and improved profit margins.
- Managed quality assurance program, including on-site evaluations, internal audits, and customer surveys.
- Assisted education groups along with registered professors in producing high quality applications.

Flipkart.com, Bengaluru**Product Specialist – Sept 2013 to Feb 2015**

- Researched product's technical specifications and accurately communicated information.
- Created database of all equipment models and serial Numbers.
- Assisted customers by answering questions and fulfilling requests.
- Return Management Team: Based on troubleshooting steps and provided information by end users providing approval/disapproval for Exchange/return.
- Sales: Worked in sales department because of first Big Billion Day. Assisted customers in buying products as a specialist.
- Seller Support: Handling new registration, Payments, Order related issues, Application usage.
- Social Media: Taking care of Mouthshut, Facebook, Play store feedback & comments.
- Product Specification: Researched product's technical specifications and accurately communicated the information.