

EDUCATIONAL QUALIFICATIONS				
Course/Grade	Stream	College/ Institution	Result	Year
MBA	Business Management	Amity University		Pursuing
B.A	Bachelor of Arts	School of Open Learning, University of Delhi	52.00%	2021
Class XII	Arts(Economics)	Government Senior Secondary School (CBSE)	72.00%	2017
Class X		Government Senior Secondary School (CBSE)	75.00%	2015

PROFILE -
<p>➤ Accomplished project manager adept at onboarding and managing projects for renowned clients, ensuring satisfaction and fostering repeat business. Proficient in comprehensive project management across all phases, leading cross-functional teams for seamless execution. Skilled in client meetings, relationship-building, team management, and insightful reporting for project success.</p>

PROFESSIONAL EXPERIENCE -		
PROJECT MANAGER EAZY ERP TECHNOLOGIES PVT LTD.		Dec'23- Present
<ul style="list-style-type: none">Leading and managing a diverse team overseeing the development and implementation of three distinct products: Eazy DMS (Distributor Management Software), Recibo Application (Distributor Ordering System), and Salesforce CRM. Ensuring projects adhere to timelines and budget constraints from inception to completion.Successfully onboarded and managed projects for renowned clients such as Borosil, Noise, Greenlam, Luxor and Bagrry, ensuring their utmost satisfaction and fostering repeat business opportunities.Held comprehensive responsibilities for project management and quality assurance across all project phases, from planning and requirements analysis to design, development, implementation, testing, maintenance, operations, and timely delivery.Coordinated and led cross-functional teams comprising IT, Digital Marketing, Sales, Channel Business Partners, Finance, and Legal Professionals to ensure the seamless execution of complex projects.Conducted client meetings at their offices to deeply understand their requirements and prioritized building strong client relationships as a key focus area.Managed Support Team, Onboarding Team, Client Feedback, and generated project-wise reports. Conducted weekly team meetings and monthly review meetings with clients.Planned and executed projects as a Project Manager, ensuring teams had clear product specifications, direction, and resources to deliver effectively within realistic timelines.Managed full project lifecycle for complex, large-scale IT and business initiatives, ensuring adherence to timelines and strategic objectives.Collaborated closely with stakeholders to define product vision, ensuring alignment with functional and non-functional requirements.Led deployment of software upgrades, enhancements, and fixes per release schedules, demonstrating effective leadership in software deployment.Developed software development plans leveraging state-of-the-art technologies to meet future stakeholder/client needs.Orchestrated release and sprint planning, and conducted daily scrum meetings to keep projects on track.Facilitated resolution of technical issues and human resources challenges for development teams.Provided leadership and mentorship to optimize team performance and foster career development.		

PROFESSIONAL EXPERIENCE -		
SR. PROJECT COORDINATOR MARG ERP LTD.	BUSINESS MANAGEMENT & PROJECT MANAGEMENT	Aug'22 - Nov'23
<ul style="list-style-type: none">Managing and leading the team for 3 diverse products, namely ECOD (data-related projects), Advertisement, and Digital Salesman, from conception to completion, ensuring adherence to timelines and budget constraints.Successfully represented the company at various Expos and Conferences, establishing new business connections and fostering relationships with prominent clientsOn-boarded and managed projects for prestigious clients, including Mankind Pharma, GSK (GlaxoSmithKline), NielsenIQ, and Gufic Biosciences, ensuring client satisfaction and repeat business opportunities.Project Management and quality assurance responsibilities for all phases of the project, including project planning, requirement, design, development, implementation, testing, maintenance, operations, execution and timely delivery.Coordinated and managed cross-functional teams consisting of IT, Digital Marketing, Sales, Channel Business Partners, Finance, and Legal Professionals, ensuring the successful execution of complex projects.		

- **Accountability & Responsibility:** Show accountability and responsibility through demos, lead generation, and follow-ups.
- **Capability Building:** Strengthen partner capabilities through enablement, assistance, and training.
- **Better Customer Reach:** Target Pharma & FMCG, partner with IT vendors/CA firms, leverage data, and expand partnerships.
- **Competition Benchmarking:** Convert competitor users, analyze strategies, engage channels, and create comparison charts.
- **Special Project:** Execute testimonials, expand to new countries, and enhance market visibility.
- **Partner Activation:** Guide new partners, work on leads, and provide pricing and market guidance.
- Successfully **trained partner teams** to effectively market and sell **Mobile Applications, ERP, and HR software; Led marketing initiatives** To promote the product and increase brand awareness among potential clients.

- **Provide technical support** to partners across Pan India, ensuring the highest level of assistance.
- **Manage domestic email** inquiries for the partner desk with enhanced efficiency and professionalism.
- Resolve partner issues through phone, email, and **remote assistance tools** (Any Desk, TeamViewer).
- Conducting **live YouTube sessions** to engage with customers and provide in-depth insights about our products.
- 1-year experience in handling live chat (**Zen desk Chat**) for real-time partner solutions.
- Timely escalation of issues as per SOPs.
- Conduct regular customer follow-ups, offering recommendations, updates, and action plans.
- Escalate **development** and **bugs** to relevant departments for prompt resolution.
- Document technical inquiries for knowledge base reviews.

AWARDS AND ACHIEVEMENT

- **Three-time Marg Champion**, consistently demonstrating excellence in performance.
- Advanced to Sales and Marketing (Pan Indian) Department through competitive Internal Job Posting (IJP), highlighting adaptability and potential.
- **Proficiently managed Manufacturing Support Desk in Partner Care**, showcasing strong problem-solving and customer-oriented skills.
- **Led Partner Care team for South Zone**, fostering a collaborative environment and achieving collective success.
- Promoted from Executive to Senior Executive based on dedication and significant contributions.
- Set a record by surpassing the all-time high Activation Target in Sales and Marketing, showcasing exceptional performance and goal-oriented drive.

SKILLS & ADDITIONAL INFORMATION

- Experienced with fundamental concepts in **SQL, CRM, CORPORATE API, and MOBILE API**.
- Facilitating and enhancing sales coordination and support processes to optimize customer satisfaction and revenue growth.
- Elevating customer relationship management practices to foster stronger connections and deliver exceptional experiences.
- Mastering the art of problem-solving and decision-making to drive innovative solutions and well-informed choices.
- Demonstrating formidable organizational and multitasking skills to efficiently manage tasks and responsibilities.
- Excellent communication and interpersonal skills.

DATE:

HIMANSHU