



Vineet Jaiswal

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 vineetece065@gmail.com

 Lucknow, India

Endeavoring company growth with my business and technical skills and advancements in the field.

To,
The Hiring Manager

Subject: Job Application.

Hi,
As a young and motivated individual, I am extremely interested in submitting an application for the relevant post in your organisation.

My name is Vineet Jaiswal, and here I present my resume as an Experienced Professional, in the field of Information and Technology domain. I am an engineering graduate, who completed my graduation from S.C.E.R.T Barabanki with a Bachelor of Technology degree (Electronics and Communication) in the year 2013. My aggregate percentage during the course was 66.16%.

I have been working in the IT Sector since 2014, Having a total relevant experience of 4.5 years. My primary job role included successful end-to-end client implementation. Also, I was responsible for handling client queries, change requests and bugs. I was placed in the SAAS product implementation department.

I understand the importance of team handling, project handling, and management complexity. As a customer success and implementation manager, I possess a good understanding of SAAS-based products. Gathering Customer requirements and defining proper documentation with the help of agile flow diagrams, and dividing into various sub-modules for its proper implementation in the given schedule. Also doing market research for the continuous and rapid development of the company portfolio and my skills.

I would appreciate the opportunity to meet with you to discuss my application at an interview. I have enclosed a copy of my resume for your consideration. I can be contacted at all times on the details provided.

Thank you in advance for your time, Vineet Jaiswal

LinkedIn URL: <https://www.linkedin.com/in/vineet-jaiswal-b1722a161>



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To make use of my interpersonal skills to achieve goals of a company that focuses on customer satisfaction and customer experience.

WORK EXPERIENCE

● Business Analyst (1 year 1 Month - Full-Time [Hybrid])

GEP Solutions Pvt. Ltd., Mumbai

10/2022 – 02/2024

- Responsible for SAAS implementation and testing of the GEP SMART CLM and Procurement tool (Tendering & Contract module).
- Involved in client demos and functional testing, for gathering requirements for the CLM implementation.
- Provide support and feedback to Account Managers & and internal users for implementation setup and configuration.
- Work cross-functionally with design, implementation, and business-facing teams within the organization.
- Testing on the sandbox environment for the changes/enhancement and user scenarios in the product, under the supervision of the account manager.
- Providing UAT support, and writing user stories.

● Implementation Analyst (6 Months - Full-Time [Hybrid])

Sirion Labs Pvt. Ltd., Gurgaon

12/2021 – 05/2022

- Responsible for taking ownership of customer issues reported and seeing problems through to resolution.
- Customize the (Cloud-based SAAS Application) CLM system based on the client's needs and specifications by making necessary changes in the workflow.
- Provide accurate feedback for the resolution to Account Managers & and internal users as needed.
- Work cross-functionally within the organization to keep track of the ticket's SLA.
- Creating and implementing a basic account instance for the account managers.
- Working on the sandbox environment for the changes in the product getting it verified by account managers and replicating the same on the sandbox environment.

● Associate Project Manager (6 Months - Full-Time [Hybrid])

Adjetter Media Pvt. Ltd., Bangalore

06/2021 – 12/2021

- Responsible for cloud-based SAAS Product end-to-end implementation of the CRM tool at the client end.
- Taking requirements from the client and creating SOW.
- Setting up the demo account and initiating the CRM implementation as per the client's requirement.
- Connecting with the client and stakeholders for the implemented module demo and UAT.
- Provide product training to the stakeholders and the person responsible for using it.
- Providing support to existing clients with the help of the support team by making necessary changes to the product.

● IT Executive (2 Years 3 Months - Full-Time)

Franciscan Solutions Pvt. Ltd., Noida

07/2018 – 10/2020

- Enterprise Resource Planning ERP SAAS-based application Management on the client end.
- Working on the client's end for the smooth functioning of the ERP, Website, and other software.
- Understanding the client's requirements and delivering them to the development department.
- Implementing the ERP for day-to-day functionalities as per the client's requirement.
- Providing all kinds of technical support as per company norms.

● Project Coordinator (3 Year 9 Months - Full-Time)

MDITs Pvt. Ltd., Lucknow

10/2014 – 07/2018

- Enterprise Resource Planning ERP SAAS-based application Management on the client end.
- Working on the client's end for the smooth functioning of the ERP, Website, and other software.
- Understanding the client's requirements and delivering them to the development department.
- Implementing the ERP for day-to-day functionalities as per the client's requirement.
- Providing all kinds of technical support as per company norms.



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Constantly seeking knowledge for advancement of company and team growth.

TECHNICAL SKILLS

- HTML
- CSS
- Requirement Gathering
- Implementation Support
- Business Documentation
- CLM
- CRM, ERP
- SAAS Product
- User Acceptance Testing
- Customer Success
- Product Implementation
- Client Handling
- SLA and Escalation
- Strategic Thinking
- Microsoft word
- Microsoft Excel
- Jira, Asana, Clickup

INTERPERSONAL SKILLS

- Sincere And Smart Working.
- Result Oriented Problem Solving Approach.
- Work efficiently and effectively in team environment.
- Broad Vision.
- Good Communication Skills.

COLLEGE PROJECT

- Metro TrainPrototype**
Worked on project "MetroTrain Prototype" using embedded C programming Language
- DeviceControlledviaSMS with feedback using Microcontroller**
Successfully completed the project on"Device Controlled via SMS with Feedback using Microcontroller"

CERTIFICATES

- CCC**
Certification authority: National Institute of Electronics and Information Technology (NIELIT)
- Telecom Infrastructure**
Certification authority: Spectrum Telesolution
- Practical/Industrial Training**
Certification authority: Prasar Bharati
- Workshop Certification on VHDL**
Certification authority: CETPA InfotechPvt. Ltd.
- Embedded System Design**
Certification authority: Vedanta Education and training

LANGUAGES

- English ● ● ● ● ●
- Hindi ● ● ● ● ●

INTERESTS

- Creative Crafts
- Making Friends
- Net Surfing
- Photography
- Reading (Self-Help)