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## **Profile Summary**

* A professional with **4 years**diversetechno commercial experience across the areas of Client Engagement , Client Servicing , Business Analysis&engineering in **ITSector**.
* Completed **MBA at Great Lakes Institute of Management** and hold a bachelor’s degree in Electronics &Communication Engineering from **Cochin University of Science and Technology**.
* Currently seeking for opportunities in**Business Analyst / Business Development / Sales / Marketing roles**.

## **Industry Projects**

***Indraprastha Gas Limited, New Delhi Marketing Intern Jun 2013 - Aug 2013***

***Evaluation of Alternate fuels used in Industrial and commercial sector in New Delhi***

* Identified target markets and developed strategies for branding based on customer feedback
* Developed pricing strategies for natural gas and petroleum products and supported sales team to meet their targets

***Bharat Petroleum Corporation Ltd, New Delhi Business Analystintern(Live Project) Oct 2013 – Mar 2014***

***Strategy development for City Gas Distribution***

* Detailed feasibility studyand **sales strategy development basis demand assessment, network design** and **financial modeling** of **City Gas Distribution** networks in specific geographical areas in India.
* Assisted the company in understanding the evolving regulations in the country.

## **Key Skills**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Business Consulting | Market Research  | Sales prospect & Client Relationship | Client presentation & negotiation | Policy Analysis & feasibility analysis |
| Project management  | Client proposal, DPR’s | Corporate planning & strategy | Business Analysis | Digital Marketing |

## **Professional Experience**

***Mahindra Satyam Pvt Ltd, Bangalore BusinessAnalyst Feb 2010 – Jun 2012***

* Identified critical business requirements, **coordinated with onsite support team** for Telecom Giant in Australia
* **Acted as liaison** between client and customers in dealing with sales and support of the product
* **Inspected, Reviewed and Suggested** on documentation produced in relation to software releases
* Resolved and single handled**the production/non-production**issues, conducting **Root Cause Analysis** and plan necessary process improvement.
* **Comprehended** the high level business functionalities and transforming them to efficient software applications
* **Demonstrated** ability to complete high-end projects in deadline-oriented environments
* Implemented a Dashboard system for regular work allotment and monitoring of resources which improved project **Operational efficiency by 30%**

***Karimbil Associates, Trivandrum Enterprise Account Executive Aug 2008 – Jan 2010***

* Responsible for post-sales customer engagement and communications, conflict resolution and compliance on contractual deliverables.
* Responsible for the optimal use of purchased products leading to increased revenue from customer base
* Worked closely with Enterprise sales lead to conduct regular account reviews with customers to ensure that customer’s goals and expectations are being met
* Ensured that the customer issues are being resolved in a timely manner and that all escalated matters are handled with a sense of urgency
* Reviewed all major deliverables to ensure quality standards and expectations are met
* Worked with sales lead to ensure that renewals and qualified leads are actioned

## **Professional Achievements**

* Merit award winner **(Pat on Back)** for **'Best Performer in Team**' in**Mahindra Satyam** in 2011

## **Academic Achievements**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification** | **Year** | **School / Institute (Board / University)** | **Marks (%)** |
| PGPM (Marketing /Business Analytics) | 2014 | Great Lakes Institute of Management , Gurgaon | 2.99/4 (CGPA) |
| B.Tech (ECE) | 2008 | College of Engineering, Adoor[CUSAT University] | 68.81% |
| 12th | 2004 | Sree Narayana Public School, Konni (CBSE) | 64.40%  |
| 10th | 2002 | Sree Narayana Public School, Konni (CBSE) | 70.60% |

## **Co-curricular Activities**

* **Worked and Prepared** a market research report and business framework on “**Gas heat pump system for Air Conditioning in Gurgaon**”
* **Constructed** business research reporton **”Impact of Demographics on People’s Investment Decision”**
* **Investigated and Prepared a** report on “**Understanding consumer preference while choosing Retail Outlets” of OMC’s**
* **Worked** on a market research report on **“ Understanding drivers of satisfaction in cell phones”**
* **Analyzed and Prepared** a report on **“How to make Public Distribution System product supply chain efficient”**

## **Tools / Skills**

* SPSS (experienced) , SAS (Basic) , MS Office , MS Access , **SQL** , Shell Scripting ,C , HP Diagnostics ,PLC programming, Java ,HTML ,CSS, **Oracle Weblogic** Server administration , **Oracle** DB , MS Visio , UML

## **Certifications**

* **ITIL V2 certified from Tech Mahindra**
* Certified **Cisco Network Associate (CCNA**) in **Routing and Switching**

## **Positions of Responsibility**

* **Events Committee member**: Initiated festival celebrations and handled facilities for GLIM and Annual inter college fest
* **National Service Scheme Executive member:** selection of new members and finding villages for service
* **Member of Mahindra satyam CSR activities** : Intiated evening classes for under-privileged children

## **Extra-curricular Activities**

* Attended the Oil & Gas conference and workshop sessions conducted as a part Energy Expo 2013
* Attended **Thinkers 50** Conference Conducted by Institute of Competitiveness India held in New Delhi
* Certified and trained in ‘Financial Modeling using Excel’ by EduPristine at Great Lakes

## **Languages Known**

* English , Hindi , Malayalam ,Tamil

## Personal Details

Date of Birth : 02-03-1987

## References( Available on Request )