# PROFILE

***Ajay Kumar, Consultant*** *9915639960,* [*smartgur12333@gmail.com*](mailto:smartgur12333@gmail.com)

Experienced and dedicated Consultant with over 9+ years of experience helping clients to meet and exceed business goals. Bringing forth proven expertise in guiding business operations, management, strategy, and profitability. Adept in dealing with complex issues and challenges, advising clients in a way that enhances performance.

# EMPLOYMENT HISTORY

19 May 2019

# Senior operation analyst, BUCK CAPABILITY CENTER

***CHANDIGARH***

* *Project initialization*
* *Quality checks.*
* *Outlined problem areas and created real solutions.*
* *Recommended business best practices.*
* *Prepared detailed reports, proposals, and recommendations.*
* *ticket handling.*
* *Resource Utilization reports*
* *SFDC Administration*
* *Project management tool - OpenAir*
* *Invoice processing*
* *Sales reporting*
* *Collected, Analyzed and reported data to management regarding key production indicators*
* *Provided analytical support by identifying trends and suggesting strategies to assist management with decision making.*
* *Data testing for product development team.*

Jan 2017 – Mar 2019

# Technical Consultant, Basware india pvt Ltd

***CHANDIGARH***

* *Project initialization*
* *Project management*
* *Quality checks.*
* *Outlined problem areas and created real solutions.*
* *Recommended business best practices.*
* *Prepared detailed reports, proposals, and recommendations.*
* *Project satisfaction survey*
* *ticket handling*
* *Resource Utilization reports*
* *Billing activation cases.*

Jan 2017 – Dec 2017

# Project coordinator, Binary data

***Mohali***

* *Worked with client to assess business progress and identify problems and shortcomings.*
* *Project management for IT development projects*
* *Analyze the full scope of work*
* *Provided guidance to development team*
* *Created measurable benefits for the company, and provided employees with long lasting tools for growth.*
* *Communicated well with high level executives and provided them with weekly briefings on progress and growth.*
* *Helped to devise a new business model, and steps to support it.*
* *Meeting with team of developer and project status.*
* *Monitoring the project delays and providing solution for it*
* *Worked with U.S.A,UK,Germany,Italy clients interactions regarding different project*

Jan 2014 – Dec 2016

# Project coordinator, Amnesoft

***CHANDIGARH***

* *Worked with U.S.A,UK,Germany,Italy clients interactions regarding different project.*
* *Analyse the full scope of work and estimate the time for project*
* *Answered user inquiries regarding computer software , Applications and Websites*
* *Worked with client to assess business progress and identify problems and shortcomings.*
* *Analyse the full scope of work*
* *Provided guidance to development team*
* *Created measurable benefits for the company, and provided employees with long lasting tools for growth.*
* *Project management for solution development*

Jan 2013 – Jan 2014

# Project coordinator & Business development manager, opulent Vikings

***Mohali***

* *Worked with U.S.A,UK,Germany,Italy clients interactions regarding different project.*
* *Analyse the full scope of work and estimate the time for project*
* *Answered user inquiries regarding computer software , Applications and Websites*
* *Worked with client to assess business progress and identify problems and shortcomings.*
* *Analyse the full scope of work*
* *Provided guidance to development team*
* *Created measurable benefits for the company, and provided employees with long lasting tools for*

growth.

Jan 2012 – Dec 2012

# Business development executive, Matrix infologics

***Mohali***

* *Worked with U.S.A,UK,Germany,Italy clients interactions regarding different project.*
* *Analyze the full scope of work and estimate the time for project*
* *Answered user inquiries regarding computer software , Applications and Websites*
* *Worked with client to assess business progress and identify problems and shortcomings.*
* *Analyze the full scope of work*
* *Provided guidance to development team*
* *Created measurable benefits for the company, and provided employees with long lasting tools for growth.*

# EDUCATION

Jan 2010 – Jan 2014

Punjab technical university, Bachelor of computer applications

Jan 2009 – Mar 2010

Kendriya vidyalaya, High School

# SKILLS

Business Performance Expertise Business Strategies

Problem Solving Skills Analytical Thinking Skills Strong Communication Skills Creativity

Agile Project Management

# COURSES

Jan 2011 – Jul 2019

PHP developer, CS Soft

# HOBBIES

Cricket, trekking, Driving in Hill stations

# LANGUAGES

English Hindi

# REFERENCES

References available upon request

Punjab Hamirpur(H.p)

Native speaker Native speaker