

Shiva Bhandari

Program Manager at Restart from a Career Break

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I am a self-motivated and progress driven CRM & Sales Operations Program Manager with overall 12 years experience in corporates with an extensive background in the IT corporates of 11 years. With a long-standing record of initiative and innovation, I have developed and executed strategies and build processes that I believe will bring value to your company.

🎓 Education

Fore School of Management

2003 | New Delhi, India

Masters

MS in International Business, with a certified degree from Nottingham Trent University, UK.

💼 Professional Experience

Freelancer

Jan 2020 – present | New Delhi, India

SDG Corporation

Nov 2018 – May 2019 | Noida, India

Consultant

Business Analysis and Project Management

Adobe

Program Manager

Jan 2016 – Jan 2018 | Noida, India

- SPOC in Scrum Process for Salesforce.com software developments of Adobe DigMedia SMB Inside Sales and Adobe PPBU verticals
- Successfully Implemented and configured CLIP 1 which resulted in the CRM which could handle scaled up business of whole Adobe from 4billion to 11billion in last 6 years- CLIP1 includes implementation of sales process on CRM, Account Segmentation, Lead Scoring, Enterprise Handoff, Post Sales Object Support, Opportunity Products & Price Books and Account Entitlements and UI change in Salesforce.com using Lightning.
- Sales Operations-Supporting North America, EMEA & APAC Inside Sales Team with Reports and Dashboards-Reconciliation of orders-Increase Campaign ROI -Team attainment and weekly reports-Performance Management-Inputs for Revenue Growth and Weekly meetings-Insights to build Sales Strategy and Sales Process-Adhoc Reports-Data Management-Maintaining Data Hygiene-Reports for Decision Making-Stakeholder Management including Sr.Managers and Leadership-Developing processes to help Organisation's Growth, resulting in Digmedia SMB business grow from 8 million to 50 million in 4 years

Sales Operations Specialist

Feb 2014 – Dec 2015 | Noida

- Responsible for Release Management & Change Management for new releases, updates and its implementation QoQ which included, requirement gathering, design, prioritization, setting acceptance criteria, feasibility analysis, documenting business and functional requirements, risk management, scheduling, coordinating stake holders, and testing user stories – inc. UAT which increased the Salesforce adoption to 100%
- Experience in preparing Data upload templates as per business comfort and them uploading the same in to Salesforce.com using Data loader. Lead the implementation of Lead Scoring app on Salesforce improving the user experience of sales team by 150%
- Lead Management- Lead Views, Lead Assignment, Handling Lead Queues, Escalating Lead Issues, Lead Reports & Dashboards and Lead Quality- which promoted setting of further projects in future on Leads and Campaigns increasing touch rate of leads from 45% to approx 90%.

Team Lead Business Analyst

- Successfully automated and implemented ERP/CRM processes for various verticals 2010 Fortune20 Company using Agile methodology
- Worked as a Team Lead for 2010 Fortune 20 L1 Helpdesk/ Awarded Outstanding Leadership Award 2009
- Worked as Support Central (ERP)Business Analyst, an Expert in inhouse ERP Platform used by 2010 Fortune 20 Company
- Responsible for end to end implementation including market research, marketing & finding potential customers of in-house salesforce.com app
- Implemented, executed & supported the CRM instance and Pardot, an Email Marketing Tool for SDG Sales Team

 Skills

Salesforce CRM

•4 Implementations as Product Owner •5 Mobile apps •4 Implementations •1 Installation •Multiple Enhancements and New Releases

Sales Operations

•Build processes that increased the revenue from 8million to 50 million for SMB Business •which also led to setting up of Renewals Team, having a target of additional 50 million

 Courses

Advanced Management Program

UC Berkeley and Nanyang Business School
March 2016 California/October 2015 Singapore/

California/Singapore

Business Analytics/Data Analytics

Nanyang Business School, Singapore

Aug 2020 | Zoom Classes

 Certificates

Project Management Fundamentals

Lynda.com

Microsoft Project Essentials

Lynda.com

E-commerce Analytics/ Click Stream Analytics

Udemy

Scrum Certification

Udemy

 Awards

Best "Net Promoter Score" Award

General Electric

Jun 2012

Outstanding Leadership Award

SDG Corporation

Dec 2009

GE Project Delivery Award

General Electric

2008

 Organisations

Goonj

Donator

Clothes and amenities for poor

2007 – Present | Noida, India

Planet Abled

Volunteer

Worked with travel for disabled

2017 – 2018 | New Delhi, India

Animal WellBeing

Volunteer

Own Initiative

2019 | New Delhi, India

 Interests

• Blogging

• Games

• Travelling

• Networking