***Siddarushi Shashidhar***

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***PERSONAL STATEMENT***

I am a flexible and highly motivated individual who enjoys positions of responsibility and copes well at working under pressure at any time. I can offer a creative and reliable work ethic, backed by confidence and good people skills plus by offering good team-based customer service.

***CAREER******OBJECTIVES***

I am looking for Business Operational and Customer service roles, for which I feel I equally well-suited.

***CAREER******HISTORY***

***WHITEHAT JR- Manager Sales***

***Hyderabad, India. June 2020 – July 2020***

Profile: WhiteHat Jr is a Mumbai based Edtech startup by Karan Bajaj that focuses on teaching coding to young kids. The online platform lets children (ages 6 to 18) learn programming and are then encouraged to create games, animations and applications.

***Responsibilities:***

* Initiating phone conversations with parents who complete the demo classes for their kids
* Intensely following up with the prospects and closing the sales within the sales cycle
* Diligently communicating and priming the lead through channels like email, whatsapp, SMS, calls
* Achieving the weekly targets in a high pressure performance driven competitive environment.
* Monitoring self-performance at all times while also contributing to the team performance keeping track of factors like conversion factor, Average revenue generated per lead, Average revenue per sale, etc

***TECH MAHINDRA- Sr. Consultant***

***Hyderabad, India. May 2019 – June 2020***

Profile: Tech Mahindra Limited is an Indian multinational subsidiary of the Mahindra Group, providing information technology services and business process outsourcing to companies in various vertical and horizontal markets.

***Project: FISHERPAYKEL***

***Responsibilities:***

* Worked as Sr.Consultant to support the needs of the customers around New Zealand and *Australia for the HAIER and FISHERPAYKEL.*
* Working as pilot batch with cross skilled teams (Phone and Email) to support business requirements.
* Supporting the process from WROK FROM HOME because of COVID 19 breakout.

***Project: BELONG***

***Responsibilities:***

* Worked as Sr.Consultant to support the needs of the nbn broadband internet, mobile SIM data plans for customers around *Australia.*
* *Supported the project during Australia bush fire 2020for business requirements.*
* Cross skilled training completed for TELSTRA services.

***Project: GOOGLE MY BUSINESS (GMB)***

***Responsibilities:***

* Worked as a Google Business Expert to support Google My Business (GMB) needs of the customers to run their business online around UK and INDIA.
* Worked as pilot batch with cross skilled teams (Phone and Email) to support business requirements.
* Supported floor as an SME for new trainees to meet their daily targets.

***AMAZON- Digital and Devices Technical support)***

***Hyderabad, India.***  ***February 2018 – December 2018***

Profile: It offers a wide range of Business and Custer services in creating most customer centric company and is one of the Big Four or "Four Horsemen".

***Project: ALEXA AND PRIME (D2TS: Digital and Devices Technical support)***

***Responsibilities:***

* Worked as D2TS associate to support North American customer needs for ALEXA.
* Worked with cross skilled teams to support AMAZON PRIME and AMAZON products according to business requirements.
* Completed ACES certification and trained to be Team Manager.

***PRIOR EXPERIENCE IN AUSTRALIA***

***SIDS NANO TEK- Business Development Manager***

***Melbourne, Australia. March 2015 – October 2017***

Profile: It offers a wide range of Management services in creation of high quality Business Management Solutions, Project Management Solutions, Custom Software/Product Development Solutions, Software/Product Application Development, its Integration and Implementation to companies of all sizes.

***Project: DI CAPRIO, Melbourne, Australia.***

***Responsibilities:***

* Worked with clients to understand and identify their requirements regularly.
* Worked with multiple teams to deliver solutions according to requirements.
* Duties also included Communication, Human Resource, Quality and Stakeholders.
* Learned good skills in Project Management Process Groups and Knowledge Areas.

***PRIOR EXPERIENCE IN INDIA***

***VIJAYA SREE- Product/Project Manager***

***Hyderabad, India. January 2010 - February 2015***

Profile: It offers a wide range of services in creation of high quality based Business Management Solutions, ERP Solutions, Custom Product Development Solutions, Product Application Development, its Integration and Implementation to companies of all sizes using Java scripts.

***Responsibilities:***

* Worked as a Project/Product Manager to Managed the entire product line life cycle from strategic planning to tactical activities
* Summarised the needs and requirements of product management
* Evaluated potential partner relationships for the product and conducting competitive analysis on the product
* Responsibly handled all the customer service inquiries and product execution services
* Scrutinise how product management can be applied to products and services that are both external and internal to an organisation

***PRIOR EXPERIENCE IN UK***

***SUBWAY- Store Manager***

***Aberdeen, UK. February 2009 - November 2009***

***Responsibilities:***

* Joined as a assistant manager and received training to be promoted as a Store Manager.
* Worked as trainee manager to manage the store within Aberdeen.
* Duties included are managing store within the University of Aberdeen campus.
* Duties also included managing other subway stores within Aberdeen city.
* Learnt excellent administration and leadership skills.

***SUBWAY- Assistant Manager***

***Liverpool, UK. November 2008 - January 2009***

***Responsibilities:***

* Joined as a team leader and participated in the management training programme.
* Duties included shift running, cash handling, updating stock, office and payroll records.
* Duties also included training new staff, opening and closing store.
* Learnt excellent planning and organizing skills.

***BURGER KING- Shift Manger***

***Liverpool, UK. November 2006 – July 2008***

***Responsibilities:***

* Over one year experience as a shift manager in one of the busiest restaurant.
* Training a group of trainees and make their jobs easy to work under pressure.
* Duties also included running different shifts and maintain store in Liverpool.
* Learnt excellent communication, relationship skills and delivered my best in service.

***EDUCATION***

* Master of Science (Micro & Nanotechnology), Liverpool University, UK.

***PERSONAL******INFO***

* Languages: English, Telugu and Hindi.

***REFERENCE***

* Available on request.