Kallol Mahapatra
Functional Consultant

Seeking a position in an organisation that utilize state-of-the-art, software and/or hardware components, in an environment that encourages innovative thinking, recognition, and career development.

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WORK EXPERIENCE

Associate Functional Consultant
Icertis

07/2019 - Present   *Pune, India*

Achievements/Tasks

- Learned ICM and developed deep expertise in system configuration and problem solving.
- Supported in development of automation capability to accelerate and optimize system configuration.
- Owned configurations and deployment responsibilities for various projects, delivered high quality, defect free configurations.
- Developed strong skills within data mapping, data transformation, reports creation and reports modification.
- Streamlined/optimized processes, methodologies, tools and templates currently used within Professional Services.
- Independently handled internal initiatives towards pre-defined goals and delivered expected outcomes within set timelines.
- Actively participated and contributed in requirement gathering, functional design, work closely with Engineering, Quality Assurance and Support during the implementation life cycle.
- Worked closely with client and owned overall relationship with assigned clients that included understanding their pain areas and provided them with best possible solutions.

Jr. Customer Success Manager
Upside Learning Solutions Pvt. Ltd.

08/2018 - 06/2019   *Pune, India*

Achievements/Tasks

- Gathered project requirements with Business Analyst from the client. Ownership of the entire project from end to end till the project is closed.
- Documented Project requirements, Checklists for Developers, Client deliverables (status updates, Risk Analysis).
- Analyze Data to Draw Both Qualitative and Quantitative Conclusions.
- Identified Change Management during the project and, tracked payments and profitability of the project.
- Team management (task allocation, motivation, productivity).
- Worked closely with client and owned overall relationship with assigned clients that includes increasing adoption, ensuring retention, developing up-sell opportunities and satisfaction.
- Understood different segments of customers, design solutions to help them achieve their goals Coordinated with product management/support team for new requests, client training/webinars, introduced new features to clients drive revenue - Expansion, adoption, engagement or renewals.
- Approached problems in a pragmatic and logical way, took the time to listen and understand what the customer needs and suggested appropriate solution.

SKILLS

Project Documentation   SDLC   Agile Methodologies   Requirement Management   UML   Strategy Mapping   Wire Framing   clover ETL   Team Foundation Server   Microsoft Test Manager   LMS   HTML   Jira   Zendesk   Icertis Contract Management (ICM)   CRM (Hubspot, Insightly, Bitrix24)   Oracle BI EE 11g   Clickfunnels   Email Marketing (Mailchimp, ElasticEmail)   Social Media Marketing (Buffer, Canva)   Property Management (AIRBNB, Getvera)   Javascript   Java   Microsoft Office   FreshDesk

PERSONAL PROJECTS

Wazoo Tix Event Management Application(Internship Project)
(01/2018 - 05/2018)

- Designed and successfully handed over the application's 1st phase to the stakeholders.

Data warehousing and Analytics for Call Drop Rate of a Telecom Company
(01/2017 - 05/2017)

- Tool Used: CloverETL

Research Paper Tracking Website
(06/2016 - 11/2016)

- Front end: Html, JavaScript.
- Back end: MySQL.

Gamerzguild Website (01/2017 - 05/2017)

- Software Used : Drupal

WORK EXPERIENCE

Business Analyst Intern
Agile Soft Systems Pvt. Ltd.

01/2018 - 04/2018   *Pune, India*

Achievements/Tasks

- Analysed client's business requirements and processes through document analysis, interviews, brainstorming and work flow analysis and create a Business Requirement Document for the same.
- Developed Wire-frames (business architecture) using requirements such as scope, process, alternatives and risks.
- Conducted 4+ levels of testing including functional, regression, user acceptance, and performance to verify client's needs are met.
- Communicated client's business requirements by construction easy-to-understand data and process models.
- Provided input in developing and modifying systems to meet client needs and developed business specifications to support these modifications.
- Liaised between business and technical personnel to ensure a mutual understanding of processes and applications.

Project Associate Intern(Part-time)
Rapidmile Business Solutions Pvt. Ltd.

12/2017 - 05/2018

Achievements/Tasks

- Created various appealing social media post to ensure growth of business.
- Managed back-end CRM applications to make sure all the tasks are completed on time and without any hassle. Also Created various pipelines in CRM and did the automation and triggers synchronous with that pipeline.
- Created various email campaigns to get more customers for the business.
- Did the set up of all the software's required by the business and updated them according to the business requirements.
- Created various process workflows to represent various business workflows such as sales chart, technological charts and organizational chart.
- Checked various mail from customers and assigning tasks to the team according to the requirements made by the customers.

CERTIFICATIONS

Icertis Certified ICM Professional(ICIP) (07/2020 - 07/2021)

Icertis certified ICI AI Applications Professional (08/2020 - 08/2021)

PERSONAL PROJECTS

Prevention of Cross Site Scripting Attack by Dynamically Changing Cookie Name (07/2014 - 04/2015)

- Developed a 3rd party program which will act as an intermediate between Bank and the user making the transaction. This program would check for any XS attack or SQL injection attack tagged along with the user data.

EDUCATION

M.B.A. in Information Technology
Symbiosis Institute of Computer Studies and Research

06/2016 - 05/2018

6.35 GPA

Courses

- Specialization in Data Warehousing and Business Intelligence

B.E. in Computer Engineering
G. H. Raisoni College of Engineering and Management

08/2009 - 12/2015

62.5%

INTERESTS

| Computer Games | Fishing |

| Travelling | Cooking | Football |

| Gardening |

LANGUAGES

English
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Hindi
● ● ● ● ○

Bengali
● ● ● ○ ○