

# Akhil Pillai

## Program Operations

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### Summary

Product Delivery Manager with 4 years of experience in Retail and B2B Business on Product Development, Training Deliverance, and Operations. Expertise in the Ed Tech software applications. Efficient in managing different teams, vendors, and stakeholders. Currently looking out for lucrative job offers to up-skill my career.

### Work experience

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#### UpGrad KnowledgeHut

Enterprise Workshop Manager

(From Oct 21 – Present)

- Led the successfully delivery of several programs for 500 – 600 customers by developing various methodologies for better learner engagement
- Work in implementing different strategies through extensive market research, collecting feedback from customers, and addressing their concerns
- Creating documents for translating business goals, customer needs into product requirements and use cases
- Responsible for planning, tracking milestones, issue resolutions, costs, etc. by following the agile practices maintained by the company
- Responsible for operating team, making sure in every quarter their spike in revenue (referral program) as well in the customer satisfaction is maintained
- End to End operations is maintained from admissions to certification. Making sure that each enrolled customers have a full-filled experience
- Managing cross-functional communication by setting up progress to increase the efficiency
- Managing the pool of mentors to make sure there are no cancelations of lectures across courses. Payment and invoices are approved and managed in the database
- Examinations and assessments are conducted/ evaluated online and offline as per the requirements

#### Eduonix learning Pvt Ltd

Manager – Product Delivery

(From Feb 21 – Oct 21)

- Responsible for end-to-end delivery of new e-learning products starting from instructor acquisition, curriculum design, and budget allocation
- Setting up the process for live sessions for all the products
- Training the team on new processes
- Handling a team of 3 program managers
- Running surveys in the existing database and analyzing the trends in topics
- Coordinating with finance team on instructor payments
- Managing Eduonix learning management system catering to B2C audience

#### Board Infinity

Sr. Program Manager

(From July-20 till Nov-20)

- Managing end to end after-sales services for multiple products at Board Infinity
- Managing Learning Management System and ERP system catering B2C audiences and external stakeholders
- Leading a team of 5 program managers
- Ensuring successful program management and co-ordination between internal teams for an engaging experience for

our customers

- Engaging with faculty and senior management to design and execute course structure and curriculum
- Conducting orientation sessions and counseling to the interested candidates in career options available at Board Infinity
- Betterment of internal process to improve the efficiency and time
- Supporting sales and marketing teams with referral activities and student testimonials
- Monitor participants' performance and various program trackers to ensure the program is running well in areas of responsibility and escalate cases as needed

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### Imarticus Learning Pvt Ltd

(From Sep-19 till July-20)

Sr. Placement Executive

- Placement Executive for Analytic and Finance courses for Imarticus Learning - Thane Branch
- Maintaining relationships and networking with different companies to place students
- Increased the pool of clients every quarter to provide new and better opportunities to students

### Imarticus Learning Pvt Ltd

(From June-18 till July-20)

Sr. Coordinator | Program Operation

- Governs for an end to end after-sales services for Imarticus Learning - Thane Branch
- Managed the Imarticus Learning Management System & ERP system catering B2C audiences & external stakeholders
- Maintaining relationships and networking with internal & external stakeholders for Knowledge Center Pool

## Education

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### NMIMS Global

Master of Business Administration – MBA, Business Management

(From March-22 till March-24)

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### BICARD, Pune

2018

P.G Diploma in Embedded systems design

Qualified post-graduation with 95%

Project: Two-wheel self-balancing

In this project, we used arm7 LPC2148 microcontroller and ADXL335 accelerometer. We took the readings of the accelerometer by connecting it to ADC of LPC2148, which helped us to balance the platform. We connected two 12V batteries in series to get 24V as input to motor driver circuit. We used MD13S as motor driver circuit for 300W motor.

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### Pillai College of Engineering, New Panvel

2017

B.Tech in Electronics and Telecommunication

Qualified engineering with 5.3 CGPA

#### Extra-curricular activities:

Security Team |ALEGRIA 2014

Event Head | Ambigram for ALEGRIA 2015

Event Head | DJ Zone for ALEGRIA 2015

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### Thakur Vidhya Mandir, Mumbai

2012

HSC in Computer Science

Qualified 12th Grade with 59.33%

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Qualified 10th Grade with 79.64%

Skills

- Teamwork
- Project Management
- Adaptability
- Leadership

Languages

- English
- Hindi
- Marathi
- Malayalam

