

Nandagopal P

Account Manager & Product Specialist

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Technical Skills

- **Specialization:**
Automation and SCADA, dSPACE
- **Language:**
C, C++
- **Operating System & Productivity Tools:**
Windows, Microsoft office, MATLAB
- **Other Specific Skills:**
AutoCAD Electrical basics

Core Competance

- Requirements analysis
- Menu development
- Data management
- Interpersonal and written communication
- Relationship building
- Confidentiality

Education

M.Tech (2016 – 2018)
Rajagiri School of Engineering and Technology, Kochi
Industrial Drives And Control (7.98 CGPA)

B.Tech (2012 – 2016)
Mangalam College of Engineering and Technology, Kottayam
Electrical and Electronics Engineering (7.38 CGPA)

12th (2011 – 2012)
Kendriya Vidyalaya – Malappuram
CBSE (74%)

10th (2009 – 2010)
Kendriya Vidyalaya – Malappuram
CBSE (82%)

Highly motivated and positive individual with great organizational and communication skills. Serves as an escalation point for clients and internal departments. Provide senior leadership and internal stakeholders with updates and status reports. Ensure excellent client services while building and maintaining client relationships. Accustomed to working in fast-paced environments with the ability to think quickly and successfully handle difficult clients. Superb analytical and problem-solving skills leveraged to proactively improve customer service processes and garner stellar customer approval scores. Strong people management skills and ability to coach, lead and develop employees.

Experience

Account Manager and Product Specialist (February 2020 – Present) Urban Piper– Bangalore, Karnataka

- Conducted Post-sales and onboarding Demos and report Client requirements and expectations to the concerned production team.
- Maintained regular contact with clients and identified opportunities to deliver added value to client relationships.
- Provided solutions to support tickets and escalations.
- Onboarded the clients to web, iOS and android portals for online ordering.
- Kept track of the Client operation and issues to provide better customer experience.
- Established and maintained productive working relationships with staff to resolve operational difficulties and to promote interdisciplinary, collaborative approach to customer service provision.

Associate Technical Consultant (April 2019 – February 2020) Rista Mobility – Bangalore, Karnataka

- Coordinated projects in Food and Beverages industry, including defining scope, managing milestones and maintaining strong relationships with all stakeholders.
- Followed quality standards and procedures to minimize shipment errors and maximize customer satisfaction.
- Devoted special emphasis to punctuality and worked to maintain outstanding attendance record, consistently arriving to work ready to start immediately.
- Received incoming calls and messages and addressed or triaged phone requests.