

THATIKONDA SHAANKARI

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I am driven by curiosity, empathy and I thrive in collaborative and customer-oriented environments, which has been reinforced from my multifarious experiences in both academic and professional work.

EDUCATION

MBA in Marketing & Operations ► ICFAI Foundation for Higher Education, Hyderabad | 7.7/10 Jun 2018 - Feb 2020

B.Com (Computers) ► Badruka College of Commerce & Arts (Day) | 87% Jun 2015 - Mar 2018

MEC(Mathematics,Economics & Commerce) ► S.R Junior College for Girls | 94.9% Jun 2013 - Mar 2015

PROFESSIONAL ENHANCEMENTS

Courses / Workshops / Seminars	1. Agile Foundations 2. Agile at Work 3. UX Design Kickstarter Workshop 4. Digital Marketing
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EXPERIENCE / INTERNSHIP

Sales Intern , Sales & Distribution ► Groupe Lactalis- Thirumala Milk Products Pvt Ltd

Project : "Detailed Study of Thirumala's Execution Plans to increase the Territory Sales volume"

- Analysis of the opportunities to acquire new customers.(Business Development)
- Managing the existing clients by Lodging complaints and reporting to Operations team. - Customer Service
- Effective client/outlets visits with Territory Sales Team - Customer Relationship Management
- Market Research for new product introduction - Customer Requirement Analysis.

Asst.Manager , Project Management ► SysArc Infomatix Pvt Ltd

Mar 2020 - Oct 2020

UCO Bank Implementation Project :

- Customer/Client Management - Single Point of Contact to Internal & External Team
- Ensuring timely delivery of agreed scope to meet the set milestones.
- Project Coordination - with Client, Internal Development Team & Business Analyst team to analyze and satisfy the needs of Client as required.
- Project timelines & cost planning, Tracking and reporting.
- Weekly Status /Monthly Review reporting to client for Project fast-tracking and set priorities with all Project Stakeholders for transparent implementation.
- Balancing stakeholder expectations with those of the company
- Working collaboratively with other team members to establish efficient systems of operation.
- Effectively managing and preventing escalations from client.

Syndicate Bank Project :

Worked as Project Manager for Offshore support to Onsite team and Single Point of contact for all the queries / issues related to Client /Onsite team.

- Conducting weekly meetings with Onsite team to track tasks and assign based on priority.
- Weekly status reports and meeting with Client IT & Retail , MSME & Agriculture Department teams.

SKILLS (TECHNOLOGY / FUNCTIONAL)

MS Excel, Word , Power Point | Adaptive Leadership | Problem Solving | Accountability | Conflict Negotiator | Persuasive Speaker

EXTRA-CURRICULAR

Positions of Responsibility	Former Member of Management Club - Badruka college of Commerce & Arts Former Member of Samavesh Club -The Cultural face of IBS Hyderabad
Interests	Public Relations ,Story Telling, Classical Dance, calligraphy , Psychology & Travelling
Languages	Telugu(Native) , Hindi, English