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TEAM MANAGEMENT | PROJECT MANAGEMENT OFFICE | SALES ANALYTICS | MARKET RESEARCH | SPANISH LANGUAGE |

EXECUTIVE SUMMARY

- Multi-faceted Leader and Spanish language expert (verbal & written), having over 15 plus years of rich & insightful industry experience.
- Core competence includes Analytics & Reporting, Sales Support, Operational Excellence, Process Management, Service Management, Stakeholder Management and Team Management.
- Excellence in varied domain and process over the years including Project Management, Account Management, Sales Analytics, Market Research, Banking, Hospitality, Service Management and Translation & Interpretation among others for IT sectors.
- Possess an innate ability to address operational issues, study processes in detail, identify gaps, leverage analytical insights and work towards the improvements.
- Adept at monitoring the market management team for new competitor products and evaluate changes to existing competitor products, in turn enabling effective sales support.
- Deft at interfacing with stakeholders across the business units to determine requirements, specifications and ensuring the delivery.

Areas of Expertise include:

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|--------------------------|------------------------------------|-------------------------------|
| ■ Operations Leadership | ■ Process & Operational Excellence | ■ Analytics & Reporting |
| ■ Market Research | ■ Program Management | ■ Team Management |
| ■ Stakeholder Management | ■ Contract Negotiation | ■ Sales Support |
| ■ Service Management | ■ Spanish Language | ■ Service Delivery Management |

SKILLS

- **Technical:** BI @IBM, Cognos, Watson Analytics dashboards, Oracle Sales analyzer, Clarity, Version One, share point admin. Basics of R Programming.
- **MS-Office Suite:** Excel, Visio, PowerPoint, Word, Share Point
- **Certifications:** Lean Six Sigma, Prince 2 Foundational and Practitioner, IBM Agile Explorer, Enterprise Design Thinking, Basics of Cloud Core
- **Languages:** English, Spanish, Hindi

PROFESSIONAL OVERVIEW

IBM India Pvt. Ltd.

Mar 15 - Sep 20

Sales Management Advisor

Providing end-to-end seamless integrated support to Sales Leaders, enabling them to achieve sales revenue, profit and growth objectives for IBM products, solutions and services.

Sales Support:

- Leveraging superior business analytics and expertise in sales pipeline management, load analysis, revenue forecasting to drive improvements in sales performance
- Assist IBM Sales Managers/Business Partners/First Line Managers with standard Sales Management Support (SMS) deliverables in all geographies and acting as their Trusted Advisor
- Active participation of the sales cadence management system and document action plans and follow up on actions accordingly
- Engage with Stakeholders to understand specific requirements and provide support within SMS mission and scope
- Help Sales Managers by performing the analysis around sales pipeline and enable them taking actions to improve the sales results

Stakeholder Management:

- Collaborate with shared service verticals and Sales Business Operations for automation & pre/post sales requirements, revenue forecasting with finance, next quarter demand generation and Marketing programs
- Liaise with Sales Managers for ad-hoc requirements and provide them analytical insights for improved win odds

Analytics & Reporting:

- Produce Quarterly/Weekly Sales Analytics Insight provides deep dive analysis on Roadmap Progression, Win/Loss, Pipeline Quality and various other significant business metrics

- Provide insightful, actionable recommendations on the recurring issues affecting Business Units by leveraging prescriptive/predictive analytical tools and Watson Cloud platform dashboards
- Identify trends, gaps, pervasive issues to meet Transactional, Signings & SaaS quarterly revenues for different BUs
- Automate the R&A process by deploying **service now** tool to receive requirements from Sales Leaders and identify out of scope/manual activities

Key Challenges & Accomplishments:

- Overcame challenges of team, data unavailability and stringent timeliness for successfully meeting ad-hoc requests for Win rate analysis over 2017, 2018 and 2019 period for Europe Supply Chain BU
 - The report was extremely critical for planning 2020 business strategy and played a pivotal role in supporting the geography leaders to suggest the logo to the global team
 - Planned the delivery effectively with a detailed demarcation for each step, gathered historical information post due permissions and additionally provided vital observations/insights and recommendations to the stakeholders
 - Recognized for superlative efforts and awarded the **Manager's choice award** for exemplary work done
- Met the stakeholder requirement of specific structure and data view that could enable them to collect the current status with his vendors and also be presented to Geo Europe leaders
 - Gathered requirements, created pivot view and also leveraged expertise in Analytics to capture the previous status/update, a feature that was recognized as novel & highly innovative by the stakeholders and IBM leaders

Accenture Services Pvt. Ltd.

Oct 11- Feb 15

Feb 13- Feb 15: PMO Manager (Project Name: Nordea ITGF PPMO team, Sweden & India)

Led project management office team focusing areas into Access management, resource management, risk management and financial planning management.

Key Challenges & Accomplishments:

- Led resources supporting clients incurring financial loss due to new rolled on resources facing delays in getting access to the client systems
 - Played a stellar role in defining & executing the strategy that resulted in expediting and streamlining the approval process
 - Also defined an entirely new process enabling pre-emptive ordering of security access token from Sweden
 - Automated the entire approval mechanism enabling access and sign-off from all stakeholders
 - Lauded by the client head of project compliance and change management for tremendous contribution to the project by streamlining entire access process, resulted in significant improvement with overall 40% efficiency
- Instrumental in improving the Resource Management strategy for a client, having led the creation of data entries for all resources and automating the same for all roll on and roll off related steps
 - Created master data with key information related to the resources, ensuring ready & quick reference at all times
 - Enabled better tracking system for resource related queries and helped increasing the efficiency
 - Coordinated with cross functional teams and stakeholders for continuous process improvements and aligning the best practices

Oct 11- Feb 13: Translation Team Lead (Project Name: Telefonica Apollo Spain, Team Leader - Spanish Technical Translator)

Managed Spanish Translation team. Recognized for 100% quality translation delivery.

Key Challenges & Accomplishments:

- Smooth transition for technical team from Spanish counterpart was pain area due to language barrier
 - Training Spanish Course of A1 and A2 level for IFLAC Certification to the technical team
- Ensuring quality of translated documents
 - Implementation of automated translation tool
 - Creation of technical terminology glossaries for high quality & efficient delivery

Sep 10- Sep 11: ErevMax Technologies Pvt Ltd as Market Manager (Spanish Language Resource)

Train clients (Spain renowned group hotels revenue manager) about features and functions of rate tiger tool in order to boost hotel revenue with efficient rate and inventory management

Nov 05- Sept 10: Global Symphony Marketing Solutions as Senior Consultant (Spanish Language resource)

Analysis of FMCG Sales data & Market Trend for top Clients in Spain like Coca Cola, Nutrexp, Danone and multiple others

CREDENTIALS

- Scholarship course in specialized topics like writing Spanish and culture of Spain from Barcelona University, Spain (2005)
- M.A. in Spanish (2004) from Department of Germanic and Romance Studies, University of Delhi
- Diploma in Travel and Tourism Management from Indian International Trade Centre, Connaught Place, New Delhi