Shivam Kumar Kashyap

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PROFESSIONAL SUMMARY

Final-year engineering student with experience in presales-style support activities, documentation, and cross-functional collaboration. Strong interest in SaaS, CRM, and sales-tech solutions, with the ability to understand customer requirements and map them to structured product workflows. Comfortable supporting demos, solution presentations, and presales documentation, and eager to learn in a fast-growing SaaS environment.

EDUCATION

Vellore Institute of Technology   2022 – 2026
B.Tech in Computer Science and Engineering   Bhopal, India

EXPERIENCE

Data Analysis Intern (SaaS / CRM-Oriented)   Nov 2024 – Jan 2025
Raja Ramanna Centre for Advanced Technology (RRCAT), Department of Atomic Energy   Indore, India

- Structured and analyzed datasets to improve process visibility, reporting, and decision-making, aligned with CRM analytics use cases.
- Built data ingestion and preprocessing workflows using CSV and Excel, similar to SaaS-style data pipelines.
- Created dashboards, summaries, and documentation for non-technical stakeholders.
- Collaborated with cross-functional teams to map requirements to structured data outputs.
- Maintained documentation, trackers, and records to ensure consistency and traceability.

PROJECTS

CRM Workflow & Presales Simulation
- Designed a simulated CRM workflow covering lead capture, pipeline stages, and follow-up processes.
- Mapped business pain points to structured CRM workflows emphasizing automation and visibility.

Customer Requirement to Solution Mapping
- Analyzed customer use cases and mapped requirements to relevant CRM features.
- Prepared solution documentation and demo flow for customer-facing discussions.

CERTIFICATIONS

- Mutual Fund Distributor — NISM VA
- Product Analytics Certification — Pendo.io

SKILLS

Presales & Business: Requirement gathering, solution mapping, demo support, documentation, stakeholder communication

Technical & Analytical: Python (pandas, numpy), SQL (basic), Excel (pivot tables, dashboards), data analysis fundamentals

Consulting Mindset: Problem structuring, MECE thinking, hypothesis-driven analysis, customer-centric approach

Collaboration: Cross-functional teamwork, client presentations, translating requirements into solutions

EXTRACURRICULAR ACTIVITIES

- Experience in **network marketing**, building customer communication, persuasion, and relationship management skills.
- Registered **Mutual Fund Distributor** managing **INR 2 Crore AUM**, handling client onboarding, portfolio discussions, and long-term relationships.