

SWATHI SHABU

Kerala, India | swathishabu.connect@gmail.com | +91 8111941028 | linkedin.com/in/swathishabu/

Experience

Education Manager

December 2024 – Present

Growing Stars, Inc. - Kochi, India (HQ: California, United States)

- Spearheaded educational service delivery for a portfolio of **500+ U.S.-based and international clients**, maintaining a client satisfaction rate consistently above **95%** based on positive feedback and quarterly reviews.
- Received formal recognition for consistently achieving **monthly onboarding, retention, and delivery KPIs** within strict timelines.
- **Served as the primary liaison** between parents, tutors, and internal teams to ensure smooth communication, **proactive issue resolution**, and timely program execution.

Customer Relationship Manager

September 2024 – November 2024

Growing Stars, Inc. - Kochi, India (HQ : California, United States)

- Managed and nurtured relationships with **250+ international clients**, driving engagement and delivering a **98% issue resolution rate** through timely communication and tailored service delivery.
- Led **CRM platform training and onboarding sessions**, enabling efficient usage of internal tools and improving client program adoption.
- Collaborated cross-functionally with sales, academic, and technical teams to **streamline service workflows and ensure seamless client experience** across multiple touchpoints.

Junior Project Manager

June 2023 – May 2024

Protoheim Pvt Ltd. - Kochi, India

- Successfully **coordinated multiple concurrent projects** in the hardware domain, ensuring on-time delivery while adhering to scope, quality, and budget constraints.
- Conducted in-depth **process analysis and research** to identify gaps in existing project management practices, leading to the implementation of improved workflows.
- Acted as a key liaison between internal teams and external vendors, **facilitating smooth project execution and cross-functional alignment**.

Operations Intern

March 2023 – May 2023

Techfunic - New York, United States (Remote)

- Delivered **high-quality data analysis and internal reporting**, ensuring operational compliance with U.S. business standards and supporting informed decision-making.
- **Independently resolved over 90% of customer support queries**, demonstrating strong ownership, problem-solving, and accountability in a remote environment.
- Contributed operational insights that led to **process optimization and improved customer experience**, supporting team efficiency and service excellence.

Education

APJ Abdul Kalam Technological University, India

October 2020 - June 2024

B. Tech in Electronics & Communication Engineering, KMEA Engineering College

- Selected as the recipient of Contributions & Achievements to the Department Award 2022-23.
- CGPA - 6.93/10

The Kerala Board of Public Examinations (DHSE), India

June 2018 - March 2020

Class XII - PCMB, Govt. V V Higher Secondary School

- A Grade Winner at the District level for SCIENCE FAIR HSS/VHSS - Still Model (127), Kerala School Sasthrolsavam 2019-20
- Marks Percentage - 89.66%

Indian Council of Secondary Education (ICSE), India

June 2017 - May 2018

Class X, St. Joseph Public School

- Actively participated in the Arts and Literary competitions
- Marks Percentage - 84.83%

Academic Projects

Automated Paper Evaluation System, Major Project (B.Tech)

December 2023 - May 2024

- Orchestrated the implementation of an Automated Paper Evaluation System for subjective handwritten answers; increased grading accuracy by 95% and reduced administrative workload by 50%, resulting in improved student satisfaction and retention.
- Platform: Python, Google Collab, HTML, JS, CSS, AWS.

IoT Based Quadruped Robot, Minor Project (B.Tech)

January 2023 - June 2023

- Spearheaded the integration of the ESP8266 Wi-Fi Module in the development of a Spider Robot.
- Attained 100% seamless wireless connectivity, enabling real-time data transmission, and ensuring stable locomotion.
- Platform: Python, C++ , Arduino IDE, NodeMCU ESP8266

Awards & Activities

- Researched, authored, and published an influential research article on the Internet of Medical Things (IoMT) in JIEEE, 2023.
- Awarded with the “Achievements and Contribution to the Department” award in the year 2022-23 from KMEA Engineering College.
- Awarded the prestigious Carolyn Leighton Scholarship by Women in Tech International, 2021.

Additional Information

- **Technical Skills:** Client Data Management, CRM Workflow Handling, Issue Resolution & Escalation, Project Coordination & Execution, Performance Tracking & Reporting, Stakeholder Engagement, Task & Timeline Management, SOP Documentation, Cross-functional Collaboration, Service Quality Checks, Client Onboarding & Training)
- **Soft Skills:** Effective Communication, Problem Solving & Critical Thinking, Conflict Resolution, Task Coordination & Follow-through, Time Management, Client-Focused Approach, Accountability & Ownership, Attention to Detail, Collaborative Teamwork, Adaptability
- **Tools and Technologies:**
 - CRM Tools: Telzio, EM Dashboard, Keka, Zimbra Project Management: Trello, Asana, Jira (Basic)
 - Office/Productivity Suites: Microsoft Office (Word, Excel, PowerPoint), Google Workspace (Docs, Sheets, Slides, Forms)
 - Communication Tools: Gmail for Business, Zimbra Mail, Zoom, Slack (familiar)
 - Data Reporting: MS Excel, Google Sheets, Basic Power BI (learning)
 - Customer Experience: Client Reporting Systems, Issue Tracking Logs, HubSpot Academy (CRM basics)
- **Languages:** English, Malayalam, Hindi