
DEEPENDRA VERMA

Student Success Manager

Contact->

Ph: +918340572130

E-mail: deependra.verma00@gmail.com

CAREER SUMMARY:

Experienced, versatile, and goal-oriented Pseudo Product manager with a total of 5.2 years of experience. Handled and managed large-scale programs and end-to-end products.

WORK EXPERIENCE:

Careers360,(Pathfinder Publishing Pvt. Ltd.)

Student Success Manager (Pseudo Product Manager)- 18th Jan 2022 to Present

1. Worked as a pseudo Product manager on -
 - (a) Creation of Subscription-based JEE Main and NEET products(Sales Increased by56%).
 - (b) Creation of full Product of CUET [8 Subjects] with the coordination of cross-functional team[like faculties, developers, graphic designers, etc.]
 - (c) Creation of the 5+ most downloaded Ebooks of Careers360[1.5 lac+ download].
 - (d) Creation of a free Q&A platform for the users for a lead generation[5000+ till date].
 2. Planning, processing, and execution with sheet automation, analyzing data with SQL on 10+ projects additionally lead to an increase in sales and lead generation.
 3. Led a team of SMEs, Mentors, interns, faculties, freelancers, and vendors and executed the following high-value projects on/before time:
 - (a) 50000+ questions published on QnA
 - (b) Creation and QC of 8040 questions of JEE Main(10 years)[Generated 5000+ leads till date], 6000 questions of English and Commerce[Utilised in various products].
 - (c) Mentorship to more than 1000+ students results in producing toppers (10 students more than 99+ percentile)of JEE Main and NEET.
 - (d) Resolved more than 1000+ grievances to improve user experiences[20% decrement grievances]
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Toppr technologies pvt ltd

Associate Team lead| 29th July, 2021 - 17th Jan, 2021

1. Led a team of 18+ members to solve 0.52M+ doubts with 90% happy sessions and hired 200+ freelancers
 2. Contributed to the project by increasing the Solution suggestion rate from 20% to 23%, decreasing the Average handling time from 10 Min to 8.5 Min, worked on a digital library project[For the In-house team], etc.
 3. First response time for 45s increased from 89% to 95% and productivity increased from 60 Doubts/Md to 65 Doubts/Md as a result of the initiatives taken. Also, managed the team to create the solution of 25000+ questions to increase SSR and decrease AHT.
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Careers360,(Pathfinder Publishing Pvt. Ltd.)

Subject Matter Expert(Physics)| 8th July, 2019 - 23rd July, 2021

Toppr technologies pvt ltd

Subject Matter Expert(Physics)| 21st June, 2018 - 7th July, 2019

Moeff Technologies

Design Engineer | 16th June, 2016 - 16th June, 2018

EDUCATION:

2014-2016 | National Institute of Technology Patna

Master of Technology [8.9]

SKILLS:

| Program Management | Team leadership | Strategic planning | Sheet Automation | Teamwork |
| Data analysis | Cost Estimates & Budgets | Documentation proficiency | JIRA | MS Office |
Change Management | Communication Skill | People Management |Quality|

ACHIEVEMENTS:

1. Got employee of the month four times
(3 times Toppr clap and 5-time Cheers to Peers in Careers360)
 2. AIR 12- ISRO RAC scientist examination
 3. AIR 950 - GATE 2017
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