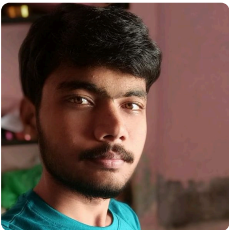# GOWTHAM JENARTHANAN

Implementation Analyst

📞 9524163687   @ rjgowthu1999@gmail.com   🔗 **Linkedin**   🔗 **Portfolio**   📍 Madurai, Tamil Nadu

SUMMARY

Results-driven and detail-oriented **Implementation Analyst** with extensive experience leading end-to-end software deployment initiatives across diverse industries. Proven ability to analyze complex business requirements and deliver tailored technical solutions that optimize operations, increase efficiency, and drive user adoption. Demonstrated expertise in system configuration, UAT/end-to-end testing, client onboarding, training, and post-implementation support. Skilled at collaborating cross-functionally and building strong client relationships to ensure seamless, value-driven implementations. Recognized for delivering high-impact solutions aligned with business goals and for maintaining a strong focus on client satisfaction and long-term success. Currently seeking a dynamic role to apply my technical acumen, strategic thinking, and hands-on implementation expertise to contribute to innovative, customer-centric technology solutions

EXPERIENCE

Implementation Analyst

Kambaa Incorporation

📅 04/2024 - Present   📍 Coimbatore, Tamil Nadu

Freshdesk

- Configured and optimized the Freshdesk ticketing system to improve workflows across multiple support channels, resulting in faster response times and increased customer satisfaction
- Developed and automated complex SLA policies, ticket assignment rules, and escalation workflows to ensure compliance and operational efficiency
- Implemented branded customer portals and knowledge bases, improving self-service adoption and reducing ticket volume
- Integrated Freshdesk with external CRM, communication tools, and analytics platforms using APIs, facilitating seamless data flow and unified customer insights

Freshchat

- Implemented Freshchat conversational messaging with chatbot design, intelligent routing, and real-time multichannel engagement to improve customer interaction and response speed
- Automated chat workflows and AI-driven bot responses, reducing manual intervention and enabling the handling of high query volumes with increased efficiency
- Configured omni-channel messaging integrations (WhatsApp, Facebook Messenger, and website chat) to deliver a seamless, personalized customer experience across all digital touchpoints.
- Enabled proactive campaigns and event-based messaging that increased customer engagement and conversion rates

Freshsales

- Implemented Freshsales CRM with customized sales pipelines, deal stages, and contact management to optimize sales funnel visibility and tracking
- Designed and deployed AI-powered lead scoring, automated email sequences, and follow-up workflows, driving higher lead conversion rates
- Generated real-time sales performance dashboards and analytics to empower data-driven decision-making

STRENGTHS

⭐ **HubSpot Proficiency**

Hands-on experience with HubSpot Marketing Hub and Sales CRM, including presales configuration, product demonstrations, and aligning solutions to client needs

⭐ **Presales Expertise**

Familiar with HubSpot platform capabilities, workflows, and customization options gained during presales activities and trial setups

⭐ **API Integration Skills**

Worked extensively with APIs and Postman for integration testing, troubleshooting, and enhancing product configurations

⭐ **Product Deployment**

Led the full-cycle deployment of EasyDaily's hyper-local features for a high-value client, ensuring an on-time launch and supporting all phases of the implementation lifecycle

🪄 **Customer Service Excellence**

Dedicated to delivering exceptional customer service by efficiently addressing inquiries, resolving issues, and fostering positive relationships to ensure high levels of customer satisfaction

⭐ **Interpersonal Skills**

Possess strong communication skills, teamwork, and time management abilities, with a proactive attitude toward learning and adapting to new technologies and industry trends

LANGUAGES

Tamil
Native   🔵🔵🔵🔵🔵

English
Proficient   🔵🔵🔵🔵⚪

Sourashtra
Native   🔵🔵🔵🔵🔵

EXPERIENCE

Implementation Consultant

Neeyamo Enterprise Solutions Private Ltd

📅 07/2020 - 10/2023 📍 Madurai, Tamil Nadu

- Managed end-to-end HRMS implementation and testing lifecycle, including requirement analysis, configuration, integration testing, and client onboarding
- Led customized HRMS deployments across modules such as Employee Hub, attendance, and leave management, ensuring alignment with unique client workflows
- Executed detailed integration and functional testing to ensure seamless performance across HRMS modules and documented comprehensive test reports
- Provided client training, post-deployment support, and system optimization to drive successful adoption and long-term HR process efficiency
- Collaborated with cross-functional teams and stakeholders to continuously improve HRMS configurations, ensuring scalability, compliance, and alignment with evolving business needs

Service Delivery Executive

Neeyamo Enterprise Solutions Private Ltd

📅 07/2019 - 02/2020 📍 Madurai, Tamil Nadu

- Managed end-to-end service delivery operations, ensuring timely and efficient execution of services to meet client expectations and uphold high service quality standards
- Collaborated with cross-functional teams to resolve issues and improve service quality
- Developed and maintained strong client relationships

SKILLS

CRM   Dataflow

End-to-end Testing   Freshdesk

Functional Testing   HRMS

HubSpot   Integration Testing

Postman   Pre-Sales

EDUCATION

B.Sc. Physics   📅 07/2016 - 06/2019
The Madura College

M.Sc. Physics   📅 08/2020 - 06/2022
Alagappa University

MCA   📅 08/2022 - 01/2024
Alagappa University