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| Prasanth Abraham  +91 9886425436  prasanthabr@gmail.com | 9/14 5th Main Ganesha Block  Sulthanplaya RT Nagar  Bangalore – 560 032 |

Experience

Jan 11 - present Infosys Limited Bangalore

Sr. Associate Consultant

* CRM consulting on Salesforce.com
* Gap Analysis, Fitment Analysis and solution design based on Salesforce.com
* Elicit functional requirement based on discussion on client pain point
* Estimate project effort and plan project timeline
* Contributed to developing internal Salesforce.com deployment best practices
* MIS reporting on development and validation progress
* Developed issue tracking tool for sharing progress with stakeholders

Associate Consultant

* Validation of build solution against requirements
* Expertise in developing functional test scripts
* Won award for increasing client confidence in a high risk ATG project

Jul 09 – Dec 10 IDBI Bank Ltd Bangalore

Assistant Manager

* Key account management in corporate banking liability business
* Contributed to increasing branch liability business by 30%
* Additionally responsible for corporate branch MIS reporting
* Systemized MIS to reduce quarterly report TAT by 50%

Mar 06 – Jul 06 Dell International Services Bangalore

Technical Support Expert

* Remote troubleshooting of consumer grade wireless networks
* Advising on Wireless Network Security and product purchase
* Usage of CRM tools to document customer interactions

Mar 04 – Mar 06 Cli3l e-Services Bangalore

Product Specialist

* Responsible for knowledge management
* Liaison with Product Development Team on product failure patterns
* Team statistics and MIS report generation
* 3 time Winner of ‘Best Product Specialist’ award

Technical Support Representative

* Remote troubleshooting of AIO printers
* Usage of CRM tool to document customer interactions

Skills

Salesforce.com Certified Sales Cloud Consultant

Salesforce.com Certified Administrator

Functional Design

Effort Estimation

Project Planning

Team Management

Client Engagement

Education

2007 - 2009 Xavier Institute of Management and Entrepreneurship

* Post Graduate Diploma in Management (PGDM) in Marketing

1999 - 2003 Cochin University of Science and Technology

* Bachelor of Technology in Mechanical Engineering

Other Interests

Advertising - Winner of the all India advertising competition held by SJMSOM, IIT Bombay

Design - Member of the design team of the XIME students’ magazine

Marketing – member of the Infosys mobile payment platform promotions team