

Hemanti Devrukhkar

SUMMARY

Customer and partner-focused professional with business curiosity combined with technical ability to address the product growth strategies. Further planning, budgeting, and creating product roadmaps, through an agile mindset towards building a business relationship. Capacity to create and present engaging and informative presentations across diverse and cross-functional teams.

Planned, created, and executed enterprise-wide technology products using UX/UI interface to ensure users understand how to use complex technical products across various industries retail, healthcare, hospitality, government, mall management and city developers.

PROFESSIONAL EXPERIENCE

01/2022 – Present | Golden Gate University – San Francisco, CA.


Teaching Assistant (Remote) – IT Department


- Researched and compiled data analysis on Community Colleges and Universities in California.
- Web Development for Golden Gate University's new division.
- Managing SQL databases for all students, by creating and maintaining their database accounts and defining the user rights.

03/2016 to 08/2021 | Clio Byte Technology LLC, Dubai, UAE


Global Account Manager (Onsite)

- Strategically influenced, networked and identified expansion opportunities for new products by implementing the Go to Market (GTM) strategy, towards, Business to Business (B2B) and Key Customers resulting in an increase of 70% in sales revenue.
- Owned the sales funnel across the entire sales process, from sales lead to close.
- Built product strategy, including launch, sale, and return management.
- Developed, designed, and executed a team for business development and territory management.
- Collaborated and coordinated with IT teams and business units in various businesses to offer transformation technologies and gather project requirements.
- Worked as a trusted advisor who help craft and built pipelines, forecasts and sales cycles to drive revenue targets.
- Partnered and implemented the sales and marketing process with system integrators (ISV) resellers, channels, distribution, and partners across the globe offering to new and existing customers.
- Researched Key Customers and complex organizations, identified key players and built strong relationships.
- Worked in a matrix environment with cross-functional teams across Europe, Far East, Middle East, Africa and North America.
- **Project 1:** Self-ordering kiosk, Journey and Loyalty program implementation cloud base solution,
- **Project 2:** Access control and Security Cameras security project

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 Sunnyvale, California.

EDUCATION

**Master of Science (MS),
Information Technology
Management (ITM), (GPA: 4.0)**

Honours: Dean's List of Scholarship
Golden Gate University, 08/2022
San Francisco, CA.

COURSES

Data Analysis for Managers | IT Mgt & Digital Trans Bus Entr | Managing Data Structure | Networking and Infrastructure MGT | Management and Leadership | Teamwork in Organization | Agile Mgt for Project Manager | Software Engineering Leadership | Security Privacy and Compliance | Big Data Ecosystems |

MANAGEMENT SKILLS

Coordination and collaboration | Business Development | Team Building, Coaching | Budget and Risk | Customer and Partner Relationship | Process Improvement | Operations | Leadership and Management | Agile Project | Conference and Channel Event | Product Launches

DATA ANALYSIS

Microsoft EXCEL | Tableau | Snowflake

PROGRAMMING

SQL | HDFS | Lucid Chart

- **Project 3:** Automation of E-commerce, WMS Warehouse Management System, the technology used for facility management, IoT solution, and robotics solution which facilitated automation process.

Designed and built training strategies for retailers after product installation.

03/2014 to 03/2016 | E-PoS International LLC – Dubai, UAE.

General Manager (Onsite)

- **Lead and managed Sales and Marketing Department for technology products distributor for PoS| Kiosk | AutoID| Banking | Security**
 - Led a cross-functional diverse team of 50+ employees. Driven the architecture and development of business. Managed and implemented growth strategies for System Integrator-ISVs, resellers, key clients and the distribution channel.
 - Prepared and executed regional growth plan by accurate forecasting and territory management.
 - Monitored organization health and supported the leader in responding to team culture issues, as well as leading culture initiatives (e.g., hiring, onboarding, Diversity, and Inclusion) while partnering with HR
 - Built and managed sales strategies and regional demand forecasting activities that cover 18 countries.
- **Headed Solution Division**
 - Research and identify the products and solutions, to add to the product portfolio for retail technology needs such as tracking, security, way finders, footprint and warehousing.
 - Managed full product life cycle, which included new product development, planning, verification, forecasting, pricing, product launch, marketing, and end-to-end sales process.
- **Project 1:** Worldwide Loyalty Program for McDonald's providing contactless solutions in COVID-19. Developed and delivered QR code and NFC technology applications for their outlets.
- **Project 2:** Touch Screen Kiosk with Solution, Cloud-based application.
- **Project 3:** Security camera and access control project.
- **Project 4:** Parking Kiosk for the world's largest parking space.

03/2009 to 03/2014 | E-PoS International LLC – Dubai, UAE.

Key Account Manager (Onsite)

- **Responsible for 55 customer growth strategies. Partial List of Key Clients:**

Al Shaya Group (Starbucks, H&M, KidZania, Zara, Nike, Adidas, Gucci), Majid Al Futtaim (VOX Cinemas, Ski Dubai), EMAAR (Dubai Mall), Bhawan Group (Dunkin-Donuts, BMW).

 - Successfully managed and refined weekly/monthly business rhythm, to serve key clients which developed trust and deep business relationships.
 - Worked across geographical borders to manage business tasks from headquarters to all branches. Increased market share by 60% with existing customers and penetrates new accounts.
 - Managed all sales, technical and product queries. Regular client visits headquarter for budgeting, design, and implementation planning.
 - Identified upcoming projects by understanding yearly expansion plans and mapped supply chain strategy for future purchasing decisions. Managed time and accurate delivery schedules.
 - Established and maintained a rhythm of the business to regularly review progress against joint priorities and stay up to date on partner strategy, priorities, and investment.

International Travel 75% of the time.

TECHNICAL SKILLS

Salesforce CRM | Microsoft Office |
Photoshop | Presentation Skills | Lucid
Chart

WORLDWIDE TRADE SHOW

- Exhibited and participated in International Industry exhibitions, and events (Europe, Asia, Middle East, Africa, and the USA).
- Designed and launched media newspapers, industry magazines, email campaigns, and social media.

WORKED ON VARIOUS PROJECTS

E.g., the brands like Starbucks, Debenhams, H&M, McDonald's, Body shop, American Eagle, Fitness First and CenterPoint.

DIGITAL TRANSFORMATION PROJECTS

QR Code (Honeywell) | IOT |
eCommerce | Self Ordering (Elo Touch) |
Way Finding | Warehouse Automation |
Ticketing and Parking Kiosk (Star) |
Payment – (Magtek and Accubanker)

Projects responsibility:

- Planned and executed enterprise-wide technology projects.
- Collaborated with the finance department for project resources and budget planning. Managed and drove cross-team projects as needed to meet project demand.
- Engaged in project management complete cycle to ensure organization-wide implementation of strategic efforts with coordination across multiple functional departments.
- Involved in demonstrating working software to the customer stakeholders with prototype iterations to pick up early changes.

VOLUNTEERING @PyBay Python Community in Silicon Valley

- Collaborating with PyBay Chair on marketing materials
- Leading the presence on LinkedIn,
- Coordinating venue logistics
- Collaborating for a day-of volunteer for in-person PyBay.