

Shruti Shreya

Entrepreneur mind with ready to fly high attitude.

Greater Noida, Uttar Pradesh, India –201310

+91-7303092103

iimc.shruti@gmail.com

<https://www.linkedin.com/in/shrutishreyaee/>

7+ Year professional with experience in SaaS, cloud solutions, and AI project implementations. Demonstrated success in driving client satisfaction, managing service delivery to meet SLAs, and enhancing IT Service Management (ITSM) processes. Proven ability to cultivate client relationships, lead service improvement initiatives, and foster team collaboration. Known for a positive, adaptable attitude, eager to master new skills, and passionate about sharing knowledge to drive collective growth and success.

Education

SSC - 1st Division CBSE. KENDRIYA VIDYALAYA (HEC) RANCHI [<https://hecranchi.kvs.ac.in/>]

HSC – 1st Division CBSE. Scholar Abode Patna [<http://www.scholarsabode.info/>]

Bachelor of Technology- ECE 1st division A.K.G.E.C. Ghaziabad [<https://www.akgec.ac.in/>]

Master of Business Administration EX. Indian Institute of Management –Calcutta [<https://www.iimcal.ac.in/>]

Proven experience in customer success programs Management

Customer Success Manager: [claritusconsulting.com] September 2024- till date

- Execute support, Cloud consumption insights and delivery programs.
- Strategic engagement and relationship building with existing customers, partners, and internal stakeholders.
- Driving customer success plans and operational health outcomes.
- Successfully completed TFS server migration to devOps project for cannon India.

Sr. AM / Customer Success Manager: [g7cr.com] Dec 2022-September 2024

Asia's leading information technology consulting and cloud service company.

- Delivering cloud solutions with strategic growth & initiative plan to existing customers / prospect.
- Support Customer in Azure cloud Implementation, Migration, Security Assessment, cost optimization, POC, DR setup of Microsoft product & services and support.
- Stakeholder management along with Microsoft PDM to understand customers business requirement, workload and recommend them with best suited Microsoft product and service.
- Maintaining all data support ticket, escalation and information on in house tool & Pipedrive.
- Planning & documenting project initiation, SOW, effort & time estimation, BOM, and RFP/RFQ.
- Successfully complete project on WhatsApp banking implementation for SBI Limited, Implementation for Toyota Tsusho, IBM, Subex, EBC publishing, L&T and other T-1 organization's

User Manager, Reseller Partner Manager Azeus system limited (www.azeusconvene.com)

Dec 2018 -Dec 2021

#No. 1 Board Meeting Application ,30year Old CMMI -5 IT Company.

- Experience in creating **GTM** strategy, pricing, or competitive positioning, revenue generation with team of 5 to drive Reseller business form Middle East and South Africa region.
- Reseller onboarding, training, collaboration, retention with revenue target of 200k \$.
- Customer focused mindset to facilitated required support, Migration, implementation to customer and reseller partner.
- Maintaining record for ITLT support and escalation ticket.
- Full fledge implementation of board meeting application to SBI, NIIFL, NSDC, RACA, NAMA holding, PIF Dubai. Strong network and right penetration in Middle East market

Associate Content Manager- Career Anna (www.careerana.com) July 2018 to Nov 2018

- Worked closely with founder and gained Entrepreneur experience in driving company registration office setup, team expansion.
- Planning, designing and developing the learning platform for Indian largest online learning platform.
- Teaming with sales and marketing team to generate leads through multiple marketing campaigns and events.
- Ability to provide training sessions, workshops, and adoption program.
- Active participation in events to get leads and alliances with corporate leaders.
- Deliver growth projection to Board members and investors.

Sales Executive Trainee- FACE (www.focusacademy.in) May 2017 to July 2018

- Email Campaign using campaign monitor tool across PAN India.
- Converting prospect into qualified leads based on BANT rule and Scheduling meetings.
- Presenting product demonstration and pricing model and follow up till deals closure.
- Generating conversion report and revenue target for monthly and quarterly basis to regional manager.
- Deal closure across PAN India universities e.g. Galgotia University, Parul University, Poornima University.

Skills	Tools	Certification /Badges
<ul style="list-style-type: none">• Program Management Professional - Professional• Client relationship management• Analytical skills• Account Management• Problem Solving Skill• Communication And interpersonal Skill	<ul style="list-style-type: none">• Pipedrive• Inhouse ITSM tool• Upwork• Asana• Campaign Monitor• Jira• Azure Partner center	AZ-900 AZ-305 AZ-104 AI-900 PMP Data Analytics

Hobby & Personality

- Growth Mindset
- Social & Business etiquette
- Traveller
- co-operative