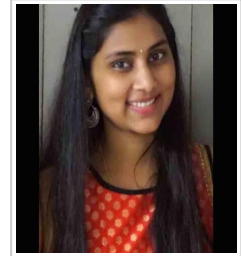


**Deepthi** 

CRM speacilist seeking roles, Project Management,Requirement Analysis,Solution Architecture,HTML,CSS,JavaScript,SQL,AngularJS,.NET Framework

Current Designation: CRM Specialist

Total Experience: 4 Year(s) 8 Month(s)

Current Company: Innopark pvt ltd

Notice Period: 1 Month

Current Location: Hyderabad / Secunderabad

Highest Degree: B.Tech/B.E. [Computer Science]

Pref. Location: Bengaluru / Bangalore,Chennai,Hyderabad

Functional Area: IT Software - Application Programming / Maintenance

Role: Software Developer

Industry: IT-Software/Software Services

Marital Status: Single/unmarried

Key Skills: Associate Software Engineer,Software Developer,Software Development,Application Programming,Application Maintenance,Project Management,Requirement Analysis,Solution Architecture,HTML,CSS,JavaScript,SQL,AngularJS,.NET Framework

Verified : Phone Number | Email - id

Last Active: 18-Jan-21

Last Modified: 18-Jan-21

## Summary

Associate Software Engineer CRM, Working with a warm and friendly demeanor always! Skilled at conflict resolution. Hard-working professional with 3.5+ years of experience and a proven knowledge of strategic business planning, workflow planning, and service delivery. Aiming to leverage my skills to successfully fill the CRM role at your company. Punctual problem solver and avid multitasker.

## Work Experience

**Open play Technologies formally known as INNOPARK Company** as Associate Software Engineer CRM

Nov 2019 to Dec 2020

Sending SMS, Notifications & Emails and also we should track customer's activity. We should plan new promotion and offers/Bonus. We are preparing monthly calendar plan for players. We worked on Game Management System tool.

Planning and delivering CRM strategies with a view to retaining existing customers, increasing brand loyalty and Acquiring new customers.

Deciding on a final CRM structure and architecture that will work seamlessly across the business and capture crucial information.

Making sure the customer database is correctly segmented for targeted marketing activities.

Collaborating with other departments ensure the CRM strategy works well for every aspect of the business.

Development of testing strategies to guarantee the most efficient approach for the organisation and its customers.

Coming up with creative ideas, preparing proposals, overseeing the process & execution and reporting the results to the relevant people.

**Innopark pvt ltd** as CRM Specialist

Mar 2016 to Till Date

CRM speacilist, Online gaming

## Education

UG: **B.Tech/B.E. (Computer Science)** from **GMRIT JNTU COLLEGE OF ENGINEERING KAKINADA** in **2015**

## IT Skills

Skill Name	Version	Last Used	Experience
HTML, CSS			
JavaScript			
SQL			
Moengage Tool		2020	2 Year(s) 5 Month(s)

## Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				
Telugu				

## Affirmative Action

Physically Challenged: No

## Work Authorization

Job Type: Permanent

Employment Status: Full time