



# SHIVANI YADAV

Client Relationship Manager at Stillsweb | Ex Project And Operation Manager at Pixean

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## RESUME

I want to work and succeed in a challenging environment, building the success of the company that will provide opportunities for growth and at the same time having self-development environment.

### EXPERIENCE

NOW

1<sup>st</sup> Feburary 2022 – Present

WORK

**Client Relationship Manager** at **Stillsweb** (Product Of Pixean)

- Managing project progress and adapt work as required.
- Develop and maintain strong professional working relationships with assigned clients
- Working closely with the marketing head to provide guidance.
- Analysis of the current CRM and ensuring its fit for purpose and the goals of the organization.
- Ensure all operations are carried on in an appropriate, cost-effective way.
- Find ways to increase quality of customer service.
- Ensure that timelines are maintained for any deliverables that customers may have.
- Collect requirements that customers may have and translate the same to the Company team and staff.
- Facilitate regular business reviews with clients to confirm ongoing customer account goals, assess progress.
- Manage accounts from the inquiry stage of acquisition as well as be involved in delivery to ensure client satisfaction.

EARLIER

1<sup>st</sup> February 2021 – 1<sup>st</sup> February 2022

WORK

**Project & Operations Manager** at **Pixean**

- Managing project progress and adapt work as required.
- Optimizing and improving processes and the overall approach where necessary.
- Manage timely data collection to update operations metrics and documentations.
- Ensure that all projects are delivered on-time, within scope and within budget
- Ensure all operations are carried on in an appropriate, cost-effective way.
- Find ways to increase quality of customer service.
- Train and supervise staff.

1<sup>st</sup> February 2019 – 1<sup>st</sup> February 2021

WORK

**Pre-Sales & Operation Executive** at **Pixean**

- Communicate with the higher management to prepare a strategy for operations to run efficiently.
- Assisting in developing long term plans to achieve the goals and objectives which are already set.
- Vendor Management i.e. building database of vendors and sourcing as per client requirements.

BACK THEN

5<sup>th</sup> January 2018 – 4<sup>th</sup> December 2018

WORK

**Business Development Executive** at **The Makkerz**

- Contacting potential clients via email or phone to establish report and set up meetings.
- Researching organizations and individuals online (especially on social media) to identify new leads and potential new markets.
- Researching the needs of other companies and learning who makes decisions about purchasing.

### PORTFOLIO WEBSITE

shivani.gtsb.io || shivanihere.github.io

### LANGUAGES

English Hindi

### PROJECT MANAGEMENT & DEVELOPMENT

Trello Slack

### PACKAGES

PandaDoc MS Office Tools G-Sheet & Doc G-Suit

### ACCOUNTING & CRM SOFTWARE

Tally Zoho Zendesk Salesforce Essentials

### SKILLS

Technical Writing, Team Leadership, Problem Solving, Work Under Pressure, Strategic thinking & planning abilities.

### KNOWLEDGE

- Time management & Project management
- Management skills & Analytical skills
- Excellent communication & interpersonal skills with ability to grasp new concepts quickly and utilise the same in a productive manner

### RESEARCH INTEREST

**Data Mining and Network Science For Market Applications:** using network models and data science to solve interdisciplinary problems in complex systems such as financial market (e.g., information diffusion & trading behavior), social network (e.g., online / mobile phone social interactions), and biology (e.g., species invasions via global shipping) in close collaboration with domain experts.  
**Theory:** network representation of various types of data; in particular, methods and influences of embedding rich information such as higher-order dependencies into networks.

## EVENT PROJECT EXPERIENCE

**Event : Vastra Lifestyle Exhibition, Navi Mumbai** EVENT PROJECT

**Post : Event Planner And Coordinator**

**Description :** The one stop expo for all fashion Trend. It was the event of range of fashionable and trendy ethnic Indian dresses . the exhibition was attended by more then 2000+ patrons and it gave the opportunity to show a local brand on a huge platform .

**Event : MPFL (Mumbai Premier Footsy League) , Navi Mumbai** EVENT PROJECT

**Post : Event Planner And Coordinator**

**Description :** It was a football event with a professional approach to give a big platform to build team spirit between Individual and create healthy relationship with entertainment, Excitement and a great exposure with Recognition.

**NMRE (Navi Mumbai Real Estate Expo), Navi Mumbai** EVENT PROJECT

**Post : Event Planner And Coordinator**

**Description :** It was a strong industry platform which brings together prominent Real- Estate developers of Mumbai & Navi Mumbai to work towards the development & Housing needs of Mumbai & Navi Mumbai.

## EDUCATION/ DEGREE

*June 2015 – June 2017* EDUCATION

**Master of Commerce (M.Com)** at **Mahatma Gandhi Kashi Vidyapith**

**Concentration :** Commerce, Accounting, Management and Economics, Marketing

*August 2011 – Dec 2014* EDUCATION

**Bachelor of Commerce (B.Com)** at **Mahatma Gandhi Kashi Vidyapith**

**Concentration :** Brand Communication and Management, Entrepreneurship, Finance, Human Resource Management, Insurance and Risk Management, International Business, Supply Chain Management

*2011 With 67.00% (1<sup>st</sup> Division)* EDUCATION

**Intermediate (10+2)** at **G.R.G. Inter College**

**Concentration :** Accounting, Banking, Economics and Business Math & Stats.

## TECHNICAL EDUCATION

*2012 – 2013*

**Diploma In Computer Course in Computer Application** at **Somourd Computech**

*2013*

**Attended 3 Days Seminar "Technical Expert- Level 1"** at **Techfest IIT Bombay**

## ACADEMIC PROJECT IN PG

**Title: Security Analysis And Portfolio Management** COLLEGE PROJECT

**Member : 4, Industry : Management**

**Description:** TO STUDY AND UNDERSTAND THE PORTFOLIO MANAGEMENT AND UNDERSTAND THE SECURITY ANALYSIS CONCEPTS.TO MEASURE THE RISK AND RETURN OF PORTFOLIO OF COMPANIES.TO SELECT AN OPTIMUM PORTFOLIO.

## SELF LEARNING

**Data Analysis with Microsoft Excel and Google Sheets** at **Udemy Certificate**

**Introduction to Product Management** at **Udemy Certificate**

**Financial Accounting - Total Advanced** at **Udemy Certificate**





**EXCEL at Work - Complete MS Excel Mastery Beginner to Pro** at **Udemy Certificate**

## ACTIVITIES & SOCIETIES

I was in a Swimming Team and I was **Part of a Marketing Mind club**, and it was awesome. We did demo shows and hands-on activities for college, general audiences, and anyone else who asked us. We got to light stuff on fire and teach them a little bit about Management And I also **Involved in Social Activitie Its Called "Smile"** It's for Poor And Needy People to Help Them And Bring Smile on their Face.

-  **Donated Blood For S.L. Raheja Hospital , Mahim**

## MOST PROUD OF

-  **Courage I Had**  
To take a sinking ship and try to make it float even in hard time
-  **Persistence & Loyalty**  
Coordinator of My Master Degree batch and helped, handled & shared information to 200+ students for consecutive 2 years.
-  **Growth**  
Consistent growth in interpersonal & Tech Skills with hard work without any support or mentor.
-  **Sales Star**  
On my first job did sales for 10lakh and got certificate for achieving the target

## HOBBIES

My hobbies include Exercising • Gaming • Yoga • Reading Novel • Watching TV-Shows And Listening Music.

I enjoy doing random walks on the Wikipedia network, Different Blogs & Research Paper (for hours) and learn about different aspects of our world.

## CHARACTER

EXPLORER, STRAIGHTFORWARD, **DEBATER**, DEVOTED, PEDANTIC, AGNOSTIC, CONTENTIOUS, PROCRASTINATOR, RELEVANT, EMPATHETIC, STORYTELLER, CONFIDENT, CONSISTENT, CHALLENGING.