



Sreeju S Nair

Nationality: Indian 🏠 (+91) 8157099352 📞 (+91) 7907611567

Date of birth: 26/10/1993 **Gender:** Male

✉ **Email address:** sreejunairs@outlook.com

🌐 **LinkedIn:** <https://www.linkedin.com/in/sreeju-s-nair-284958b8>

📍 **Address:** Sreeju Nilayam Thiruvelloor Keezhavoor P.O,
695584 Thiruvananthapuram (India)

CERTIFICATIONS

PRINCE2® Foundation Certification

[01/2022]

AXELOS Global Best Practice

Credential ID GR656237871SN

PRINCE2® Practitioner Certification

[01/2022 – 01/2025]

AXELOS Global Best Practice

Credential ID GR657101534SN

Google Foundations of Project Management

[05/2021]

Coursera

Credential ID 2LR8G7VDCHGP

Excel Skill for Business: Essentials

[05/2020]

Coursera

Credential ID 4V7T2B4WHEM4

The Data Scientist's Toolbox

[04/2020]

Coursera

Credential ID YAH5A37DDRH8Y

EDUCATION AND TRAINING

Post Graduate Diploma in Management

Institute of Public Enterprise [2018 – 2020]

Address: Hyderabad (India)

Field(s) of study: Operations , Marketing

Bachelors of Arts

Annamalai University [2014 – 2017]

Address: Chidambaram (India)

Field(s) of study: Sociology

All India Senior School Certificate Examination

Central Board of Secondary Education [2011 – 2012]

Address: Thiruvananthapuram (India)

All India Secondary School Examination

Central Board of Secondary Education [2009 – 2010]

Address: Thiruvananthapuram (India)

WORK EXPERIENCE

Associate Program Manager - ERP

NoBroker Technologies Solutions Pvt. Ltd. [07/2022 – Current]

City: Bengaluru

Country: India

- Defining Goals/KPIs for a project and constantly measuring progress against set goals
- Lead initiatives to identify and eliminate root causes of defects in order to drive efficiency in Last Mile Routing
- Coordinating with Stakeholders to drive projects end to end
- Conveying updates on issues, operational status, and business insights internally as well as externally during weekly/monthly reviews
- Drive implementation of critical initiatives for growth, customer experience, operational effectiveness, and service
- Monitor and manage team members' performance and engagement using various program trackers
- Ensure operational excellence through the delivery of all responsibilities and processes
- Contribute to organization building by identification and implementation of processes for smoother program management to ensure a consistent and trouble-free experience
- Help chart out the long-term strategy and identify key building blocks that need to be built

Campaign Manager

Milaap Social Ventures India Pvt. Ltd. [04/2022 – 07/2022]

City: Bengaluru

Country: India

- Establish and Maintain effective working relations with a wide range of internal and external contacts
- Act as focal point of contact for the team
- To assist the creative and content team in the planning execution and supporting the team with meeting the tight deadline

Program Manager - Growth

Wiingy Pvt. Ltd. [11/2021 – 04/2022]

City: Bengaluru

Country: India

- Designed and managed multiple, concurrent and scalable programs that enable Global expansion
- Responsible for program deliverables and outcomes
- Developed clear cross-functional plans and communications to achieve program objectives
- Prioritized competing demands & deliverables on multiple projects
- Communicating and managing risks, and changes of program milestones to a large user population and senior business leaders
- Anticipate bottlenecks, assess risks, mitigate issues, provide escalation management, anticipate and make trade-offs, and balance the business needs versus execution constraints
- Developed systems for data-driven monitoring of the program's success and driven teams based on data insights as well as practical understanding of the customer's context

Business Operations Executive

Turito India Pvt. Ltd. [10/2020 – 11/2021]

City: Hyderabad

Country: India

- Created a B2C Operations funnel which increased the team productivity and thereby lead to increased sales and renewal retention
- Exceeded all quotas, resulting in a 60% revenue increase over 10 months
- Designed the Demo Done funnel, Regular class funnel, Parent Management funnel, Renewals, and Feedback funnel
- Developed dashboards for the entire operations team and analyzed and communicated the same with the stakeholders
- Highlighted the issues through feedback and recommend changes in workflows, procedures, and service levels to meet business needs

Operations Intern

Cuemath [06/2020 – 10/2020]

City: Bengaluru

Country: India

- Led India Coding demo done funnel and handled North American Math demo done funnel
- Created free Cuemath Experience Session for parents along with students (Demo), coordinated and resolved queries of customers & teacher partners
- Ensured a high number of enrolments with the minimum churn for the assigned demos
- Ensure follow-up by creating tasks, meetings, completing account information, keeping proper notes in CRM

Sales Trainee (BFSI)

Magicbricks [01/2020 – 10/2020]

City: Hyderabad

Country: India

- Maintained excellent relationships with clients (BFSI). Gathering Market Information
- Pitch the product according to the specifications
- Recorded sales and order information and sent copies to the sales office
- Gave regular feedback on market conditions, competition, and other factors influencing

Intern in the Logs Team (Online Ordering)

Zomato [05/2019 – 07/2019]

City: Mangalore

Country: India

- Managed the onboarding and training team for Zomato
- Hired Delivery Executives, manage, and run onboarding; training, SOP, and end-to-end solutions on lean and effective ways of meeting the business metrics
- Developed operations strategy for effectively scaling the sourcing requirements of the company with regard to the Delivery Executives aligned with the company
- Designed and managed execution for cost-effective and timely addition of Delivery executives; Responsible for deciding on the staffing and training requirements for all the areas under the purview
- Improved the systems, processes, and policies in the operations team to better support management reporting, information flow, and relevant business metrics
- Managed the team from hiring and training new recruits to assign targets as well as career planning for each member of the team
- Ensured extraordinary performance by identifying challenges, creating processes, and combating problems before they arise. With an in-depth understanding of the day-to-day process of the respective function and management, responsible for supporting the teams in the city
- Collaborated with all stakeholders like category buyers, operations, stores, vendors, 3rd parties, etc., and ensure optimum level of Inventory in the store

Market Research Analyst

Statistics Market Research Consulting [07/2017 – 06/2018]

City: Hyderabad

Country: India

- Focused quality research to arrive at a well-framed and thought solution for the client
- Finalized table of contents/scope/structure of the market research studies
- Handled consulting or customization assignments and client queries as an individual contributor or as a team player
- Conducted world-class market research, consulting assignments, table of contents, research methodology, training, and working across the domains.

Associate Market Research Analyst

PIT Solutions Pvt. Ltd. [06/2016 – 06/2017]

City: Thiruvananthapuram

Country: India

- Interpreting data, formulating reports, and making recommendations based on the research findings
- Guided to ensure the necessary data is captured
- Conducting in-depth data analyses using traditional and advanced methods

DIGITAL SKILLS

My Digital Skills

Project Management / CRM / Funnels Optimisation / Negotiation / Insight's analysis / Customer Relationship / Training / Team Handling / Email and WhatsApp marketing / Market Research / Recruitment / Primary and Secondary Research / Data collection / Presentation / Report Preparation / Interpretation / Google Workspace / Microsoft Office

LANGUAGE SKILLS

Mother tongue(s): **Malayalam**

Other language(s): **English** | **Hindi** | **Tamil**