

# VIBIN KUMAR M. V.

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Date of Birth: 03.08.2000 | Nationality: Indian | Gender: Male



## SUMMARY

- Research Specialist with 3+ years of experience across SaaS, Data Intelligence, Manufacturing Automation, and Customer Support industries.
- Proven expertise in large-scale data validation, firmographic intelligence, and enterprise data governance within global SaaS ecosystems. Hands-on experience working with BigQuery, Snowflake, SQL, App Script automation, macros, micro apps, and custom UI development to streamline data workflows and improve platform efficiency.
- Actively contributed to innovation initiatives at ZoomInfo, including participation in ZoomInfo Innovation (Aatral 2025) with ZI Guardian, an AI-driven middleware solution designed for real-time data validation and enrichment during export processes.
- Strong analytical mindset supported by practical exposure to cloud-based data platforms, automation tools, and AI-enabled workflows to enhance operational accuracy and reporting quality.

## SKILL SET

Data Research, Validation & Governance | Firmographic & Market Intelligence Analysis | Customer Support | Client Communication | Automation Workflow Support | Supplier Content | Industrial Data Management | Technical Troubleshooting | Field Support | Analytical Thinking | Problem Solving | Attention to Detail | Data Accuracy | Cross-Functional Collaboration | Process Optimization | Efficiency Improvement | Quality Assurance | SLA Compliance

## TECHNICAL PROFICIENCY

- **Data & Analytics:** SQL, BigQuery, Snowflake, Excel (Advanced Formulas, Pivot Tables, Macros), Power BI, Data Scraping, Microsoft Access, App Script, Basic Python, Custom UI Development
- **Cloud & Platforms:** AWS, LLM-enabled tool, SaaS Ecosystems, VMware, Micro Apps Development
- **CRM & Collaboration:** Salesforce, HubSpot, Concur, Jira, Slack, Google Workspace, MS Office Suite
- **Automation & Engineering:** HMI, Display Builder, Power Explorer, E3 Software, Industrial Automation Systems, Excitation Products
- **Other Skills:** Graphic Design, Content Writing, Server-Side Support, Progress Testing

## EDUCATION

- **Bachelor of Technology (BTech) in Electrical & Electronics Engineering**  
SRM Institute of Science & Technology, Tamil Nadu, India | 2022 – 2025
- **Diploma in Electrical & Electronics Engineering**  
Panimalar Polytechnic College (DOTE), Chennai, India | 2018 – 2020

## WORK EXPERIENCE

**Research Specialist II | Zoominfo Technologies, Chennai, India | Jan 2024 – Present**

- Conducting enterprise-level firmographic and company research to validate organizational structures, industry classifications, revenue insights and executive hierarchies.
- Executed large-scale data cleansing, anomaly detection and validation across millions of records to improve global sales intelligence accuracy.
- Worked extensively with SQL, BigQuery, Snowflake and SaaS data environments for structured analytics and reporting.
- Developed automation workflows using Apps Script, macros and micro apps to enhance operational efficiency and reduce manual intervention.
- Designed and deployed custom UI components using Google Apps Script to streamline internal validation processes.
- Participated in ZoomInfo Innovation (Aatral 2025) initiative, contributing to next-generation data intelligence solutions.

- Collaborated with cross-regional stakeholders (U.S. & U.K.) for telephonic validation and executive-level data verification.
- Supported AI-assisted workflows leveraging LLM-enabled tools for improved data enrichment and decision support.

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#### **Customer Support Associate – Supplier Content Analyst | RR Donnelley, Chennai, India | May 2022 – Nov 2023**

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- Managed supplier content lifecycle for a U.S. industrial marketplace, ensuring accurate representation of services, capabilities and product portfolios.
- Conducted detailed web research, competitive analysis and structured data validation from supplier websites and documentation.
- Created precise, industry-aligned content to improve supplier discoverability and platform search relevance.
- Maintained consistent communication with U.S. clients via email, chat and calls to clarify requirements and validate deliverables.
- Leveraged enterprise collaboration and CRM tools including HubSpot, Convia, Jira and Slack to manage workflows and client interactions.

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#### **Associate Field Service Engineer – Automation & Excitation Division | ABB India Ltd., Bengaluru, India | Jan 2021 – May 2022**

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- Developed engineering designs & electrical schematics using E3 software for industrial automation & excitation systems.
- Contributed to Symphony Harmony process automation projects within power and manufacturing environments.
- Designed, tested and validated HMI graphics using Display Builder and Power Explorer tools.
- Executed progress testing, commissioning support and troubleshooting for HMI systems in power plants and excitation panels.
- Installed, configured and maintained ABB automation software across client server infrastructure.
- Delivered remote and on-site technical support to resolve operational and system-level issues.

## **PROJECTS**

### **Data Quality Optimization & Large-Scale Validation – ZoomInfo**

- Executed enterprise-level firmographic validation workflows across millions of company records.
- Applied structured research, SQL analysis and automation techniques to detect inconsistencies and remove invalid datasets.
- Improved downstream usability of sales intelligence data for global enterprise clients.

### **ZI Guardian – AI-Driven Middleware for Real-Time Data Validation – ZoomInfo**

- Designed and developed an AI-driven middleware solution to perform real-time validation and enrichment during enterprise data export workflows.
- Implemented rule-based and AI-assisted validation logic to detect anomalies, incomplete records and firmographic inconsistencies before downstream usage.
- Built user-friendly interface components using Apps Script and integrated scalable architecture to strengthen data governance and platform reliability.

### **Supplier Intelligence Content Enhancement – ThomasNet (RR Donnelley)**

- Researched supplier capabilities, certifications and product portfolios across diverse manufacturing sectors.
- Authored optimized supplier descriptions aligned with taxonomy, SEO relevance and buyer discovery patterns.
- Strengthened supplier visibility and search performance within the digital marketplace.

### **Industrial HMI & Excitation System Implementation – ABB India**

- Designed and tested HMI operational graphics for power plant monitoring and control systems.
- Assisted in commissioning, troubleshooting and lifecycle maintenance of automation infrastructure.
- Ensured operational reliability and safety compliance in industrial environments.

### **Academic Power Electronics Projects - Bi-Directional Power Converter for Electric Bike with Charging Feature**

- Designed an energy-efficient converter enabling bidirectional power flow between battery and motor.
- Integrated charging functionality to enhance system sustainability and performance.

### **PV-Battery System with Enhanced Power Management Using Quadratic Improved SEPIC Converter**

- Developed an optimized photovoltaic-battery integration model with improved power regulation.
- Enhanced conversion efficiency and stability for renewable energy applications.

## KEY ACHIEVEMENTS

- Resolved and cleansed **80M+ inaccurate firmographic records**, substantially improving enterprise data reliability, validation accuracy, and downstream sales intelligence effectiveness.
- Consistently recognized at **ZoomInfo with multiple quarterly, monthly and executive-level awards** for outstanding productivity, quality delivery and operational impact.
- Earned **three consecutive Stellar Awards at RR Donnelley** for maintaining high SLA compliance, superior customer satisfaction and precision in supplier content management.
- Contributed to **successful deployment, commissioning and stabilization of industrial automation and HMI systems** at ABB India across power and manufacturing environments.
- Demonstrated cross-industry expertise spanning **SaaS data intelligence, customer operations and manufacturing automation**, driving measurable improvements in efficiency, data accuracy, and client trust.