

Anubha Bhandari

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Summary

Solutions-driven and client-focused Technical Product Consultant with over 8 years of experience managing 75+ high-value clients and cultivating relationships through a thorough understanding of AEM products and client requirements. Extensive experience with new product rollouts, including defining strategy, roadmaps, and requirements with key stakeholders in product management and executive teams.

Certifications

- Adobe Certified Professional - Adobe Experience Manager Business Practitioner
- Adobe Certified Professional - Adobe Experience Manager Developer
- Certified ScrumMaster
- ITIL® 4 Foundation
- PMP certification

Experience

Adobe Systems- Senior Technical Product Consultant

Nov 2013 - Present

- Developed and successfully implemented Technical Account Management strategies in support of the new Field Engineering Adobe Noida business.
- Established and maintained business relationships with global TAMs by holding regular meetings/conference calls to review service quality and drive mutually agreed-upon project plans and issue lists.
- Communicated progress and roadblocks to stakeholders, including executive management, and made recommendations to remove roadblocks, resulting in project deliverables on time and on budget.
- Achieved 90% customer satisfaction by acting as a single point of contact with development teams on reported errors and bugs in newly released software, as well as assisting in the deployment of release fixes.
- Superior problem-solving abilities that prioritize addressing issues before they impact production.
- Maintained in-depth knowledge of Adobe's products and services in order to provide superior customer service.

HCL - Technical Associate

Aug 2011 - June 2013

- Assessed business requirements and recommended technical products and solutions to meet needs.
- Offered remote support for cloud-based and web-based clients via phone, email, and chats.
- Authored technical requirement documentation to suit business goals and technological limits.

Education

- **SVKM's Narsee Monjee Institute of Management Studies (NMIMS)**
Master of Business Administration - MBA, Business Analytics
- **Uttar Pradesh Technical University**
Bachelor of Engineering- Electronics, and Communication

Technical Skills

- Products Expertise in AEM Assets, Dynamic media, Brand Portal, Sites.
- Language: Core Java, BASH.
- Databases: MySQL, Database SQL commands, Microsoft Azure.
- Project management software: Jira
- Microsoft Office (Excel, Project, PowerPoint).
- Agile (Scrum) methodologies.