

KARTIK MOHAN PILLAY

Project Manager

Bengaluru, India

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PROFILE

Results-oriented Project Management with 4.6 years of specialized experience and 9.3 years overall in Order Management, B2B Sales, Product, and Renewals Growth. Demonstrated expertise in leading cross-functional teams of up to 25 members, successfully delivering complex projects punctually and within time frame.

IT SKILLS

- Project Management
- Order Management
- Agile & Waterfall Methodology
- Up Sales and Cross Sales
- Cross-Functional Collaboration
- Renewal Growth
- Churn Forecasting & Mitigation
- Contract Renewal and Negotiation

TOOLS & APPLICATIONS

- Microsoft Excel, Project & PowerPoint
- Salesforce CRM
- Siebel & SAP
- Smartsheet & SharePoint
- Jira Ticketing

EMPLOYMENT HISTORY

Project Manager, Akarya Solutions Pvt Ltd - Client: Cisco Systems India .

Sep 2022 — Mar 2024

Bangalore

- Spearheaded wireless EFT Cisco Meraki software and hardware projects, delivering tailored solutions for client needs.
- Led a 18–25 member cross-functional team including Account Managers, Engineers, and Software Developers.
- Managed timely delivery of software releases and bug fixes to maintain product integrity.
- Applied Agile and Waterfall methodologies to efficiently drive project execution with good understanding on SDLC phases and deliverables.
- Directed the full lifecycle of complex, multi-phase projects lasting over 4 month throughout the year, from initiation through successful delivery.
- Led and delivered IT projects with a strong emphasis on ensuring operational stability and scalable solutions.
- Independently managed workstreams and project plans with defined timelines, milestones, and resource allocations using Smartsheet.
- Managed projects from initiation to closure, proactively resolving escalations and maintaining alignment with stakeholders throughout.

- Created detailed project plans outlining schedules, budgets, resource allocation, and material requirements to ensure smooth execution.
- Built strong stakeholder relationships and developed insightful KPI's dashboards using Microsoft Excel and PowerPoint for effective project tracking, data reporting, and stakeholder presentations.
- Track project progress and proactively manage risks with effective mitigation strategies.
- Collaborated with Legal, Compliance, Technology, Operations, and other teams for milestone planning.
- Proactively review backlog to ensure timely setup of related agreements in compliance with defined processes and SLAs.
- Resolved product-related issues swiftly to minimize impact on project timelines.
- Coordinated UAT and BETA testing efforts to validate new functionality and features.

Supply Chain Management.

- Processed RMA requests efficiently, ensuring prompt handling and seamless replacement order facilitation.
- Provided timely support to sales representatives while overseeing supply chain operations.
- Streamlined supply chain processes by aligning manufacturing, transportation, and warehousing to enhance service and reduce costs.
- Collaborated closely with internal teams to optimize logistics workflows and production processes.
- Served as the primary contact for all RMAs-related communications across customers, warehouse, logistics, and sales.
- Monitored order life-cycles to ensure timely shipping and delivery to customers.
- Ensured compliance with company policies and promptly issued customer invoices.
- Coordinated effectively with customers and freight forwarders to manage RMAs return logistics.
- Managed open RMAs proactively to avoid delays in reverse logistics operations.
- Facilitated cross-functional communication among supply chain, procurement, warehouse, and shipping teams to meet shared goals.
- Provided status updates and customized reports, giving customers visibility into their RMAs progress.

Process Analyst, Akamai Technologies India Pvt Ltd

Mar 2022 — Jul 2022

Bangalore

- Orchestrated the renewals process for North America, catering to small, mid-sized, and enterprise-sized customers.
- Ensured timely communication by sharing Renewal Orders with Sales representatives.
- Order delivery and fulfilment, aligning with customer and sales requirements.
- Generated renewal order forms on Momentum, and verified product and contract IDs on Siebel.
- Worked closely with customers and partners to expedite the resolution of customer issues.

Renewal Sales Analyst, Replicon Software

Aug 2019 — Mar 2022

Bangalore

- Managed the renewals process across a designated territory covering small to enterprise-level customers.
- Manage the customer lifecycle to retain and grow revenue, drive contract renewals and forecast
- Consistently generate upsell and cross-sell opportunities aligned with premium sales targets.
- Issued renewal quotes at strategic intervals (90, 60, 45 days) based on contract timelines.
- Reported churn to the manager, securing approval for any losses exceeding 25%.
- Grow account presence within the existing customer base to effectively counterbalance inevitable churn within 10%.
- Promoted Premium Support, aiming for 15% of ACV in key accounts while closely monitoring account health.
- Created precise sales forecasts from sales insights and compiled reports for senior leadership.
- Negotiated and delivered standard uplift terms on renewal contracts.
- Progressed renewal deals through CRM stages with consistent follow-up and tracking.
- Collaborated with partners and customers to resolve inquiries, leveraging internal team support when needed.

Seller Partner Support, Amazon India	Mar 2019 — Jun 2019
	Bangalore
<ul style="list-style-type: none"> Managed seller accounts as an administrator, offering end-to-end support for UK Seller Central operations. Assisted UK partner sellers in updating product pricing accurately on the Amazon platform. Guided new sellers in choosing the right plans to successfully launch their Amazon journey. Ensured marketplace efficiency by preventing duplicate detail pages for listed products. 	

Process Analyst, Thomson Reuters	Nov 2014 — Feb 2019
	Bangalore
<ul style="list-style-type: none"> Granted client access to the E-INVOICING/Billing Portal by managing user permissions for Thomson Reuters subscribers. Led the Genesis Project for 3 years, successfully migrating legacy and new customers to a modern platform. Performed background checks via Thomson Reuters World-Check using Siebel Activities aligned with the TDO process. Processed direct access requests for external clients, enabling invoice visibility through EI Activities on the portal. Managed invoicing and billing workflows, ensuring accuracy and timely submissions to maintain financial oversight. Collaborated with the Credit Controller to track reversals and RAR under the 'ZERO REVERSAL' process for key accounts. Compiled Reuters photo data monthly by extracting raw content from the Picture Backup Site and generating detailed reports. 	

<u>EDUCATION</u>	
Bangalore University	May 2014
Bachelor of Commerce (Accounting)	Bangalore

<u>COURSES</u>	
<ul style="list-style-type: none"> NSE Certification in Financial Markets (NCFM)61% Advanced Excel - Pursuing PowerBI - Pursuing SQL – Pursuing 	

<u>LANGUAGES</u>	
<ul style="list-style-type: none"> English Marathi Kannada 	<ul style="list-style-type: none"> Hindi Tamil