

Abhishek Dwivedi

Assistant Manager – Technical Analysis & Solution Consultant.

Focused professional with 11+ years of experience in spearheading Technical Analysis, Business operation, Customer Experience, Pre-Sales, Solution Consultant & Business analysis for Digital Communications & Conversational AI

✉ abhi.zest9986@gmail.com

☎ +919911571741

📍 Gurgaon

🌐 [linkedin.com/in/abhishek-dwivedi9986](https://www.linkedin.com/in/abhishek-dwivedi9986)

CORE COMPETENCIES

- Pre-Sales & Solution consultant
- Technical Analysis & Research
- Conversational AI & ML
- Product knowledge & Demonstration
- Project Management, Roadmaps, Policies, Processes, Procedures & Frameworks
- Software Upselling & Cross selling
- Implementations/Integration
- Client Engagement & Relationship Management

TECHNICAL SKILLS

CPaaS

Pre-sales

SaaS

TAM

A2P

WABA

XML & HTTP API

SMPP

Chat BOT

Cloud

Routing Configuration

API Integration/Improvement

Channel Allocation

PROFILE SUMMARY

- **Experience in** working closely with sales team & expertise to deliver repeated success in structuring high-performing staff, streamlining processes, and implementing supporting technology to reduce expenditures and boost productivity.
- **Expertise in APIs integration** for SMS solution, Voice API, WhatsApp Business API & Chatbot.
- **International client exposor:** Set up international client for Business in Indonesia, UAE, BD & Philippines.
- **Conducted in-depth needs** analysis and discovery sessions with potential clients to understand their business challenges and requirements.
- **Resourceful at maintaining relationships with clients** to achieve quality product and service norms by resolving their service-related critical issues.
- **Skilled in performing technical** troubleshooting & gathering information from customers to identify root causes of customer problems and/or dissatisfaction.
- **Partnered with client** relations to optimize existing client profitability through business planning & collaboration.
- **Assisted in digital solutions** for global opportunities focusing on solution design, project scope definition, solution review, resource staffing.
- **Notable success in defining Product Roadmap & Strategy** and bridging the gap between functional groups and technology to foster targeted and innovative solution development; drove Product Lifecycle Management (PLM) including product strategy & vision, roadmaps, PLM ownership, requirements prioritization, release management and development life cycle, strategic partners' liaison for development/ releases.
- **Expertise in Project Management** with skills in directing all phases encompassing planning, defining scope, setting timelines, monitoring, inter-discipline coordination, resource planning & documentation, vendor management & execution. implemented project plans and ensure client relationships.
- **Handling Projects** of BFSI and enterprise industries. Proficiency in analyzing & processing Business Opportunity and translating requirements into deliverables.

SOFT SKILLS

Adaptable

Detail Oriented

Effective Communicator

Flexibility

Team Player

Time & Team Management

❖ HONOR AND AWARDS

- Employee Of the Quarter (2018 & 2021)

❖ PERSONAL DETAILS

- Date of Birth: 01st July 1985
- Married
- Languages Known: Hindi, English

WORK EXPERIENCE

Valuefirst Digital Media Pvt Ltd

Assistant Manager-Solution consultant (2022 – Present)

- Taking care of New Business Opportunities and Ensuring no opportunity is lost from a technical standpoint.
- Bridge between sales and internal Team to deliver the project.
- Works with international team for set up new clients
- Analyzing requirements and translating into Deliverables.
- Internal Team and Vendor coordination and ensure product delivery.
- Competitor Analysis and seeking market intelligence to ensure the quality of the services of the product.
- Designing solution to integrate APIs with cross channel marketing platforms.
- Coordinating with Dev and TechOps team to make sure time to time project delivery.
- Handling the client escalation & coordinating with higher level regarding requirements.

Team Lead - Solution consultant (2020-2022)

- Key Technical Account Management, supporting TOP clients for all their technical queries related to Services.
- Working on WhatsApp & Chabot to automate different several processes for BFSI segment.
- Ensuring customer success & handholding post every on boarding.
- Participate in training for new products regarding email, Http API, xml API, WhatsApp, chatbot & voice service.
- Responsible for client's new requirements and timely product delivery of raised CR.

Sr. Associate - Customer Experience (2018-2020)

- Handling training part for new joiner and Product demo to new client & Cross sell
- Bridge between sales and backend (DEV) team for new requirements

Associate - Customer Experience (2016-2018)

- Ensuring customer success & handholding post every on boarding.
- Troubleshooting application related issues of customers.
- Integrating applications of bulk SMS in XML, HTTP and SMPP API with client's environment by taking system on remote or personal visit.
- Managing SMS, Email & Voice related campaigns for Brands.

Jan 2015 – Dec2015 SNAPDEAL.COM Customer Solution Specialist
(JASPER INFOTECT PVT.LTD)

- Handling Seller Support client and helped vendor to onboard.

July 2013 – Dec 2014 VALEURS Financial Services Pvt. Ltd Relationship Manager

- Acquiring new clients by selling the Finance products.

EDUCATION

Era Business School, New Delhi

MBA/PGDM (Marketing & international business)

(20011- 2013)