Ankit Trivedi

SOFTWARE IMPLEMENTATION/PRODUCT ANALYST

📍 **Pune, MH, India**

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PROFILE

With 6+ years of experience in software implementation and product support, I possess extensive knowledge in the software development life cycle, including requirements gathering, design, development, testing, deployment, and maintenance. I have a proven track record of successfully delivering complex software solutions to clients in various industries. My expertise includes project management, client relations, and team leadership.

SKILLS

- Proficient in software implementation and product support.
- Strong problem-solving skills with the ability to troubleshoot technical issues.
- Excellent communication skills, both verbal and written.
- Ability to work collaboratively with cross-functional teams.
- Knowledge of software development life cycle (SDLC).
- Experience with project management tools such as JIRA, Zohodesk and many more.

WORK EXPERIENCE

IMPLEMENTATION/PRODUCT ANALYST
Janurary 2022-Present
PUNE, INDIA.

Practice league legal technology Pvt. Ltd,

- Lead implementation of software products and solutions for clients, including system integration, customization, and training.
- Successfully implemented software solutions for clients, ensuring smooth integration with their existing systems.
- Provided comprehensive product support, resolving technical issues and assisting clients in optimizing software usage.
- Collaborated with cross-functional teams to identify areas of improvement in the software product and provided feedback to the development team
- Conducted software training sessions for clients, increasing their understanding and usage of the product.
- Assisted clients in resolving technical issues related to the software product, ensuring customer satisfaction and retention
- Worked closely with the development team to identify and resolve bugs in the software product.
- Documented client feedback and reported it to the product development team, contributing to the improvement of the software product.
- Conducted training sessions for new hires to improve their knowledge and understanding of the software product

IMPLEMENTATION/PRODUCT ANALYST
Mar 2020 - Dec2021
PUNE, INDIA.

Oakland Systems Pvt Ltd

- Implementation of software products and solutions for clients, including system integration, customization, and training.
- Provide technical support to clients by troubleshooting issues and providing solutions.
- Collaborate with cross-functional teams to ensure timely delivery of products and services.
- Develop and maintain project plans, timelines, and budgets.
- Meeting with client for post support
- Manage client relationships and ensure customer satisfaction.
- Conduct user acceptance testing and provide feedback to the development team.
- Train clients on the software application and provide ongoing support.

IMPLEMENTATION/PRODUCT ANALYST
Feb 2017 - Mar 2020
MUMBAI, INDIA.

SnapRX Pvt Ltd

- Provided implementation support for software products and solutions.
- Collaborated with clients to gather requirements and design customized solutions.
- Developed project plans, timelines, and budgets.
- Conducted user acceptance testing and provided feedback to the development team.
- Collaborated with the development team to identify and resolve software issues.
- Assisted clients in resolving technical issues related to the software product, ensuring customer satisfaction and retention.

EDUCATION HISTORY

Graduation In Software Engineering
Apr 2013 - Jun 2017

NIIT, NAGPUR

Higher Secondary Education
Jun 2011 - Jun 2013

HISLOP COLLEGE, NAGPUR

Secondary Education
Jun 2008

BISHOP COTTON SCHOOL, NAGPUR