

Kunal Dixit

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Phone No.: +65 90301206

Education & Certifications

- Executive Global Business Management Program - IIM, Lucknow, India
- JavaScript Algorithms & Data structures
- Responsive Web Development
- IATA Certification – GDS Fares & Ticketing management
- Bachelor of Business Economics (H), University of Delhi, India
- Six Sigma green belt certified from KPMG India

Specialization

- Customer Account Management
- Price analysis, Revenue optimization, Inventory management
- Query Development
- Relational Database schema
- Requirement gathering and Mapping

Personal Details

Address: #3/1459 Block-138,
Bedok Reservoir Road,
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LinkedIn:

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GitHub:

github.com/contactKunalDixit

Executive Summary

15+ years of rich cross functional experience in Customer Relationship Management & retention, Direct Sales and Marketing, Project and process Management in the SaaS and Information Technology enabled Services and hospitality sector.

Successfully contributed to and collaborated with Project Management and associated Technical teams in execution of various database projects.

Adept in identifying and analysing the customer requirements, mapping and creating database schema, , and managing relational databases to deliver user-centric solutions and maximizing customer satisfaction.

Technical Skills

- Programming- JavaScript & Libraries, AJAX, Fetch API
- RDBM- SQL, MySQL workbench
- CRM – Salesforce
- HTML5, CSS3 & Bootstrap
- Version control - GitHub
- Microsoft Suite
- GDS – Sabre, Galileo & Amadeus
- Designing- AdobeXD, Figma
- Content Creation- Active Presenter, Adobe Captivate, Articulate Storyline, Camtasia Studio
- LMS – Moodle

Other Skills

- Database Table Definition & designing Schema
- Database Normalization
- Data modelling
- Database Triggers Development
- Requirement gathering
- Training Portfolio Management
- Training Course Design and Development
- Performance management
- Mapping Organizational Needs
- Organization Development Consulting

Professional and Industry Experience

Independent Project Trainer

- Executing a project aimed at Employee onboarding, facilitating and equipping them with the essentials required to successfully adept in Sales and Account management.
- Successfully executed a customer success project for one of the top banking Indian establishment that was executed pan India in collaboration with Chrysalis HRD.
- Contributed by conducting training for customer facing teams in banking and finance to develop long-term organizational capability covering 1000+ employees.

RateGain Information Technologies, India - Senior Manager - Training - Sales & Account Management - Nov' 14 - Feb' 18

- Strategize and manage the mandatory knowledge delivery and certification for the entire SaaS product line through in-person and E-learning models, for over 3K+ global clients.
- Conducting/facilitating technical knowledge transfer for Database orientation and setup, Database Schema creation, Database Management, Integrations, domain orientation and product oriented trainings.
- Consulted and facilitated clients by aiding them to formulate strategies around Pricing, Parity analysis, Inventory and Revenue management.
- Liaising with BU's i.e. Strategic alliances, Sales, Client services and Product Management Groups to plan the rollout of new product/incremental releases and associated skills & knowledge transfer.
- Monitoring and evaluating the effectiveness, success of training programs and content.
- Created and facilitated structured courses for both web-based and in-person classroom programs.

Globester Travel Corp - Manager (L&D) – Aug'13 - Oct'14

- Conceptualized and headed the L&D and Quality control function in the organization.
- Regular need analysis to take corrective measures in accordance with the business units.

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- Supervise & conduct GDS, process trainings and other Soft Skills/ Behavioural Skills trainings for the front and back end teams.
- Creation and review of SOPs for different processes and departments in collaboration with different teams.
- Supervising the analysis of reports on Quality & training, sharing them with the stakeholders and recommending solutions to overcome the identified anomalies.

EXL Services (Transitioned from American Express) - Assistant Manager (Training) – Account Management Team - Jun' 08 - Jul'12

Talent Acquisition Project

- Talent Assess – Partnering with business to understand the requirement and assist them with assessments & intervention required during recruitment phase and thereby develop a strong leadership bench.
- Partner and lead corporate initiatives such as New Hire Induction and On-Boarding for all levels.

Capability Development

- Conduct TNI & TNA to build required capability in the work force.
- Conduct CRM, database orientation, GDS, process trainings and other Soft Skills/ Behavioural Skills trainings for client facing teams.
- Suggest measures to enhance on the job performance improvement & sustenance plans for bottom quartile.
- Assist New Migrations by creating Training Framework for New Processes.
- Provide “Coaching and Feedback” and “Facilitation Skills” to SMEs to ensure new hire success rate.

Senior Business Consultant – Account Management (American Express) Jun'08 - Jan'11

- Managing CRM, Database Management systems, GDS, business processes.
- Processing of Missing Charge information for all Business Travel Accounts (BTA), Reconciling BTA accounts and applying payments on the accounts.
- End to End disputes process- set up, recall, chargeback to Travel Management Companies (TMC's) which included liaising with the offshore Corporate Clients and TMC's to resolve disputes.
- Responsible for providing exceptional travel and value-added services to American Express premium Platinum Charge card members.
- Handling high net worth top end customers for both American Express Platinum and Gold Cards.

Yatra Online Pvt Ltd – May'2007 - May'2008

- Worked as senior customer sales executive providing online travel assistance for USMarket.

Consultant – Business operations – Call BA/ Travel Port – Nov'2005 - Apr'2007

- Worked as senior customer/ sales consultant providing online travel assistance to US/UK/ APAC market.