

# CHAITANYA VARMA

## Customer Success

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### SUMMARY

More than five years of experience performing in technical project management & customer success roles, handling critical technology planning, integration and deployment for various products & services for software development projects using the Agile methodologies. Delivered Smart city, Safe city & city-wide surveillance projects using IoT devices, which enhanced the quality of public life. Contributed to digital platform projects to build an online presence for small to medium-scale companies.

### SKILLS

Agile, Waterfall, Kanban & Scrum Methodologies | SDLC | Customer Success & Client Management

HTML | CSS | WordPress | MySQL | Python | JIRA

Marketing Content | Newsletter Templates Designing | Figma

### EXPERIENCE

#### **Xavvy, Newcastle Upon Tyne – UK.**

**(2020 - Present)**

##### **PROJECT MANAGER | CUSTOMER SUCCESS**

- Commenced kick-off meetings to deliver quality projects and have been the “go-to” person for all international clients.
- Handled multiple accounts on E-commerce websites, HRMS Suite & VISA Immigration services.
- Initiated technical support, use cases and training for customer engagement throughout the process.
- Self-taught UI/UX designer & designed logo & website elements, which saved £3000 & helped the organization in overcoming resource shortage.
- Created marketing content, social media templates & newsletter templates for brand awareness & promotional offers.

#### **Matrix Security & Surveillance, Bangalore – IN.**

**(2018 - 2020)**

##### **TECHNICAL PROJECT MANAGER | PRE-SALES**

- Delivered extremely sensitive projects across multiple cities in India using Agile methodology that impacted the everyday lives of the citizen for the better.
- Detailed understanding of the project scope and performed sprint meetings to enhance usability.
- Implemented emergency call response system DIAL100, Integrated Command Control Centre (ICCC) software which helped the police reach the crime scene within seven minutes.
- Built command center at Commissioner's office & installed 10,000+ CCTV cameras with number plate, red light violation & facial recognition analytics & issued body-worn cameras to the law enforcement across Bangalore.
- Slashed project costs by 30% by negotiating pricing & fees while ensuring the continuation and enhancements of services.

**My Eco Energy, Bangalore – IN.**

**(2017 - 2018)**

**PROJECT ENGINEER | BUSINESS DEVELOPMENT**

- Operated on Waterfall methodology to commence four bio-diesel fuel stations across the Karnataka state.
- Familiarized the team with Microsoft Projects to decrease the workload and make them more efficient.
- Associated with the Central Government & prepared permission letters for each oil & gas licensing department saving 30 days in documentation time & speed up the process for clients.
- Used digital marketing tools and hosted social campaigns to generate £50,000 in revenue by generating and closing potential leads.
- Provided fuel for testing to potential influencers in the market, we were able to slash the marketing budget of brand awareness by 40%, which enabled us to redirect those resources to other areas that needed attention.

**ADDITIONAL COURSES**

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<b>2022</b>	Advanced PG Course for Software Engineering in IoT & Blockchain by IIT Madras.
<b>2021</b>	Google Project Management: Professional certificate.
<b>2018</b>	Online MBA certification course by Swiss eLearning Institute.

**EDUCATION**

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<b>2013 - 2017</b>	<b>BVRIT – HYDERABAD, INDIA</b> <i>BACHELOR OF TECHNOLOGY IN CHEMICAL ENGINEER</i>
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