



PRANAV ARYA

Analyst

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Over 8 Years of experience in technical operation, analytics, Integration, implementation and consulting in SaaS, ERP and CRM products. Proven record of creating strategic implementations with data analysis to achieve goals. Result-oriented, intelligent, organized and motivated individual is seeking an available position in customer service, technical support, implementation, people management or business operations to utilize years of experience to fulfil the company's strategic requirements.

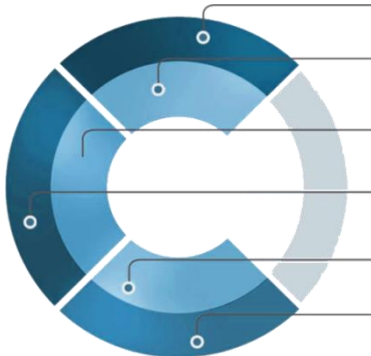
PROFILE SUMMARY

- ▶ An effective communicator with strong relationship management skills with the capability to relate to people at any level of business and management; possess excellent analytical and negotiation skills
- ▶ Drove organizational objectives by successfully driving operational excellence, deploying innovative solutions, reducing cost, formulating SOPs and enhancing skills of the team using strong communication, interpersonal relations, mentoring, negotiation and leadership skills
- ▶ Proven track record of establishing cordial relationships with clients and technical teams for successfully securing & executing concurrent projects
- ▶ Capabilities in coordinating with internal & external customers for running successful operations; experience of implementing procedures and service standards for operational excellence
- ▶ A competent professional who has managed from small business to Fortune 500 clients like Disney, Boeing, AT&T and etc
- ▶ Skilled in enhancing systems & provisioning support for system engineering activities, mapping business processes, studying workflow to design technical solutions, & enhancing competitive advantage
- ▶ Proficient in managing configuration, maintenance, migrations of large-scale engineering systems and application software & hardware devices
- ▶ Customer Centric Professional, known for driving enhanced customer experience by implementing agreed customer experience excellence plan

CORE COMPETENCIES

- ▶ Data Analysis and Management
- ▶ Incident & Change Management
- ▶ Consulting
- ▶ Project Management
- ▶ Client Servicing
- ▶ Account Management
- ▶ Technical Support
- ▶ Implementation
- ▶ Team Building & Leadership

SOFT SKILLS



Detail-oriented
Collaborator
Communicator
Problem Solver
Organized
Analytical

TECHNICAL SKILLS

- ❖ CRM, ERP
- ❖ Jira, API
- ❖ SQL, SaaS
- ❖ MS Office
- ❖ CCNA
- ❖ Agile, Salesforce, Freshdesk
- ❖ Data Management
- ❖ Integration

CERTIFICATIONS

- ❖ SQL; 2018
- ❖ CCNA (CISCO); 2017

CAREER TIMELINE



WORK EXPERIENCE

Since Sep'22 at APEX ANALYTIX as ANALYST

Key Results Areas:

- Managing fortune 500 clients: Boeing, AT&T, Johnson & Johnson etc.
- Performing analysis for business operations to improve process and team performance
- Testing product-level functionality and new releases. Identifying and communicating areas for improvement.
- Connecting with Product Managers and R&D teams to prioritize support tickets.
- Managing software upgrades on scheduled dates.
- Executing SQL and API scripts
- Configuring system settings and options; execute unit/integration/acceptance testing
- Performing analysis and research of different sources of information to create data sets
- Effective and proactive communications with both internal and external customers.
- Connecting with internal teams to improve the business technology process/operations
- Creating solutions to customer problems within given SLA's.
- Managing / Updating / Creating process SOP's

Since Apr'21-Sep'22 at Marcura as Assistant Manager

Key Results Areas:

- Dealing with escalated technical/product issues for top tier Marine customers
- Accomplishing Marine payment Integration and automation with leaders like J.P Morgan and ICICI Bank
- Engaging with the engineering team to enhance business product
- Using Eye-Share, Eye Capture tools to perform AI automation on financial invoices
- Managing performance of team from setting goals to assessing performance against goals to providing performance feedback
- Providing risk management consulting support and risk management education and training
- Providing initial response, operational assistance, and development of software workarounds and/or resolutions
- Delivering proactive communication to clients, account managers and project managers
- Recruiting, hiring, training, and coaching to develop top performing employees. Assisting management with applicant screening process

Jan'18-Apr'21 at BirdEye as Technical Support Engineer

Key Result Areas:

- Managed enterprise, Channel and SMB account clients
- Executed API calls using CURL and REST client
- Accomplished integration with different CRM's (SIKKA Soft, Zapier, Salesforce, Curve-Hero)
- Spearheaded data management and in-depth documentation of client issues on tickets
- Monitored client reviews on Google, Facebook, Yelp and 150 + review websites
- Trained new employees on SQL, Integration and product knowledge
- Made constructive and detailed PowerPoint presentations for training of new employees

PREVIOUS EXPERIENCE

Aug'16-Jan'18 at Convergys as Technical Associate

Dec'14-Aug'16 at Mantech Automat Industries as IT Administrator

ACADEMIC DETAILS

Bachelors in Science from Indira Gandhi National University

PERSONAL DETAILS

Date of Birth: 28th Feb 1994 | Languages Known: English, Hindi, Punjabi