

DEEPESH BATRA

CONTACT

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EDUCATION

MASTER OF IT

University of Wollongong
2021-2023

BACHELOR OF IT

Maharishidayanand Univeristy, Delhi
2014-2018

SKILLS

- ➔ AI Workflow Automation
- ➔ Predictive Analytics
- ➔ Power BI Dashboards
- ➔ Salesforce CRM
- ➔ B2B Account Management
- ➔ Customer Success Strategy
- ➔ ChatGPT/Claude AI
- ➔ Prompt Engineering

CERTIFICATION

INTERN

NSW GOVERNMENT ECONOMIC
ANALYSIS, JULY 2025

MASTER IN AI AUTOMATION

2025 October
Out Skill

ABOUT ME

Results-driven Account Manager with passion for AI-powered business transformation. Built automation systems processing 1000+ tasks monthly while managing 700+ enterprise customers. Don't just talk about innovation—actively build solutions that save time and improve customer experience. Early adopter, problem solver, always learning.

WORK EXPERIENCE

ACCOUNT MANAGER

Telstra, June 2025-Present

Account Manager at Telstra Business and Technology Centre, managing portfolio of 700+ business customers across Sydney CBD. Leveraging AI-powered analytics and automation workflows to drive retention, predict churn, and optimize customer engagement. Increased portfolio revenue by \$200K through strategic account management and proactive service delivery using Salesforce Einstein and Power BI. Engineered email intelligence system that automatically categorizes customer communications by priority and generates contextual responses. Implemented daily task optimization workflow using AI prioritization algorithms, improving response times by 60% and maintaining 94% customer retention rate.

ASSISTANT STORE MANAGER

Telstra, Jan 2022 - June 2025

As an Assistant Store Manager at Telstra, I managed daily operations, led and coached the team to meet sales targets, handled escalations, ensured excellent customer service, and maintained compliance with company policies. I also contributed to inventory management, merchandising, and driving sales of Telstra's mobile, internet, and business solutions.

ANALYST

Adobe, Jan 2020-Dec 2021

Analysing data to derive actionable insights and optimise business strategies at Adobe. Utilising statistical techniques and data visualisation tools to drive informed decision-making and enhance product performance.