

# Hiral Khetiya

*Team Lead - Business Development / Project Manager*

*Certified Scrum Master - Scrum Alliance*

## PERSONAL STATEMENT

I am motivated professional with communication proficiency and extensive experience of 7 years as Team Lead - Business Development. I am leading exceptionally gifted teams. Ready to work closely with internal and external stack holders to identify the most efficient and beneficial solution for process improvement. I have worked on different domains like Accounting, Restaurant Management, VoIP Calling.

## SUMMARY

- Have insightful knowledge different types of projects like Fix, TnM and Support.
- Having work experience with front-end and back-end team who work on planned task
- Engaged in requirement gathering, design, testing, development, and technical support; deep understanding of technology with focus on delivering business solutions; skilful in completing design and implementing code.
- Pre-sales support in estimations, proposal generation
- Conducting interviews and providing interview assessment
- Requirement Understanding and Query Resolution through interactions with relevant stakeholders
- Functioning with customers, technical teams for securing & executing concurrent objectives; envisioning usage of modern technology and tailoring its usage for achieving desired results
- Designing customized solutions with strong analytical skills
- Identify and Report Risks and Opportunities
- Project Monitoring and Control to achieve project and quality objectives
- Ensure the code quality and code review process are followed as per the standards
- Adhere to follow version control system like git
- Daily status reporting / progress updates / timesheets
- Periodic Status Reporting and Stakeholder Management
- Work closely with team to understand their problem, keep them motivated, and for encouragement play team building activities
- Delivering post implementation, application maintenance and enhancement support to the customer regarding the application software
- Designing cost-effective application management solution based on the needs of the organization and ensuring adherence to the Governance model and 100% process compliance.

## Personal Details

DOB: 30 July 1992

Marital Status:  
Married

Gender: Female

## CONTACT DETAILS

9725999632

hiralkhetiya@gmail.com

## LinkedIn Profile

<https://in.linkedin.com/in/hiralkhetiya>

## SKILLS

Effective  
Communication  
& Presentation

Agile

Practices

Scrum Master

Requirement  
Gathering

Project  
Monitoring and  
control

Team management

Execute Risk  
and Mitigation  
plan

Technical

Easy to collaborate  
with cross  
platform teams

Build a  
relationship with  
stack holders

Motivated &  
Focused Leadership

## LANGUAGES

English  
(Professional) Hindi

## WORK EXPERIENCE

### ***Team Lead – Business Development***

**Prayosha Food Services (PetPooja) -**

**2020 – 2022**

#### *Responsibilities:*

- Working in restaurant management portal and new startup of Supplier Hub
- Provided excellent customer service by following up with clients, mailing out applications and responding to incoming queries.
- Handling team of 20 members, to guide and monitor them to achieve planned monthly goal.
- Interacted with team members across departments to research and resolve customer issues.
- Monitor all client inquiries and asked appropriate questions to facilitate resolution.
- Gather the customer requirements, deep dive analysis and ensure that needs are being met, providing navigation assistance for various benefits and available services.
- Prepare the daily and monthly analytics report of sales and customer queries and resolutions
- Build a strategic plan to onboard customers and provide end to end support till the product installation and finally get the feedbacks
- Draft the user guide, requirement documents, user stories and other documents for easier process
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and revolving concerns.
- Understand the customer problem and suggest the multiple features to grow the business. For same, follow the software engineering cycle from planning to GO LIVE
- Implement the CI-CD process in the project to avoid the manually process for GO LIVE
- Review the Code quality before the UAT release, also follow the PR request for each code commit
- Take a ownership to review the project compliance documents and process at project level.
- Following Agile Practice, the Scrum pattern to maintain the project
- Provided significant project guidance to a customer during the planning, development, and execution of a system acceptance test program for a newly installed automation system in their warehouse.

## **Business Development Executive**

### **Global Software**

**2015 – 2019**

#### *Responsibilities:*

- Identified key products, services and customers
- Worked with team members to improve performance.
- Interacted with team members across departments to research and resolve customer issues.
- Helping team for Lead generation using LinkedIn, Official Website Inquiry
- Product and Service presentation to new leads
- Responded to all client inquiries and asked appropriate questions to facilitate resolution.
- Ensured basic needs are being met, providing navigation assistance for various benefits and available services.
- Delivered outstanding service to clients to not only maintain but to extend relationship for future business opportunities.
- Applications and responding to incoming queries.
- Improve customer based with help of LinkedIn Market place
- Provided primary customer support to internal and external customers in fast-paced environment.
- Entered customer interaction details in CRM Software to track requests.
- Document problems and record solutions offered.
- Maintained customer satisfaction with forward-thinking strategies focused on addressing customer needs and revolving concerns.

## **Education**

Bachelor of Engineering – Information Technology

**2011 - 2014**

## **Technology Awareness**

<b>Web</b>	Angular, WordPress, Laravel, Codeigniter
<b>Mobile</b>	Android, iOS, Flutter
<b>Languages / Framework</b>	PHP, HTML, CSS, JavaScript, Java, Kotlin, Dart, Swift, Objective C
<b>Database</b>	MySQL, Postgresql
<b>Version Control</b>	Git, SVN, Github, Bitbucket
<b>Project Management Tools</b>	JIRA, Confluence, Trello, Basecamp
<b>Communication</b>	Skype, Team, Slack, Email
<b>Cloud Technologies</b>	AWS, Microsoft Azure, Firebase