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| ***NehaAnand PHOTO-2023-08-20-11-20-55.jpg*** |

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|  | ***Professional Summary***  *My endeavor is to be part of an organization where I am allowed to grow professionally to enhance my managerial skills and learn new practices to contribute in overall growth of an organization.*  *Motivated Academic Advisor with exceptional written and verbal communication skills. Successful at guiding students through course registration steps, course selection and academic planning. Expertise in goal setting and active listening.*  ***Work History***  **Shanchi Sparkers Pvt Ltd.**  19th April to Till date  Think & Learn Pvt. Ltd. - BYJU'S - Academic Specialist  December 2021 to November2022  Taking online classes and in SQNA PROJECT for content validation  SVCA - Faculty  April 2019 to March2020  Taught English and Social Science  HDFC - Telesales Executive  July 2014 to December 2014    ***Roles and Responsibilities***   * *Responsible for focus areas for existing accounts, Contract & Commercial Management in HDFC.* * *Work order reviews and commercial approval for Loan in HDFC.* * *Management of contractual compliance and commercial risks through Audit and risk mitigation compliance matrix for finance & IT Audit (ISO 27001) in HDFC.* * *Schedule daily/weekly cadence with the CRM team to align them with target request status and provide direction.* * *Extensive experience in Offshore client visit presentation and Experience center walkthrough.* * *Manage MIS direct reports, coach and guide entire Helpdesk & CRM team, consultants, designers and new graduates, their day to activities, career*   *contract negotiations Management reviews and discussions and sanction of Loans with approval in HDFC Ltd.*   * *Handling Overall review, planning, operations & analysis of the  performing Opportunity Qualification & Risk Analysis. Establishes the CRM playbook, prequalification, deliverables, pricing and submission process, collaborative tools, templates, proposal shells and ensures 100% process compliance.* * *Manages the process and the team to develop an opportunity into a won contract and interfaces to internal stakeholders to deliver the full proposition to the customer within the time, budget and resource constraints and guidance given through the reviews.* * *Mapping client’s needs & providing best solution to suit their requirements.* * *Generating business from existing accounts and achieving profitability & sales growth.* * *Building healthy business relations with major clients & ensuring maximum customer satisfaction.* * *Encourage  team to contribute to a monthly newsletter and communicate to accounts* * *Supporting Help desk team and raising CRM ticket segregating questions based on simple medium and complex with subject matter expert of 5 subjects* * *Designing better governance model for execution of transition for loan or onboarding new employee .* * *Designing business plans based on solution offerings, focus areas, competition analysis for student in Byjus.* * *Conducted vendor evaluation as per organisation strategy for vendor selection and business requirement.* * *Market alignment and creating Digital blueprint to help achieve business goals for various markets.* * *Excellent in written and verbal communication, including presentation decks for executives and client relation handling.* * *Led strategy assignments to deliver a significant business advantage by moving organizations to the emerging digital environment utilizing the latest technologies in AI, ML, Advanced Analytics, and the cloud.* * *Defined Change Implementation strategies by liaising  Business leaders and IT internal and external stakeholders.* * *Led various projects, many concurrently, in Agile and waterfall methodologies with a cross-functional team with internal and external stakeholders across geographies.* * *Expertise in Assessment to delivery of CRM solutions including in emerging technologies, Industry knowledge, Stakeholder management, making critical decisions, customer experience, Business development, negotiation.*   ***Competency Matrix***  *• CRM Solution • Sales Planning • Client Visit & Management • Sales Support & Analytics*  *• Due Diligence and Negotiations • Team Player/Management • Strong Decision Maker*  *Monthly Reports*  ***Accomplishments***   * *Won first prize in Bournvita quiz competition at school level* * *Won Bronze medal in inter school athletic meet in 100m and 200m race* * *Won Prizes in debate competitions at Inter school level* * *Shouldered the responsibility as the School Prefect as well as the House Captain at school level* * *Won Prizes in various event like Code war, Quiz mania, Adroit in College fest Engenious* * *Got Appreciation certificate for Anchoring and Coordination in event Swasti.* * *Participated as coordinator of literately clubin event Abhivayakti* * *Got Appreciation for presentation, event planning and coordination in college events Insignia, Engenious and Swasti.*   ***Personal Details***  **Date Of Birth-** 28/02/1991 **Husband Name-** *Mr. Sanjay Kumar* **Address-** *Kolar Road Bhopal* |  |  | |  |  | | --- | --- | |  | nehaanandmails@gmail.com | |  | 7618966935 | |  | BhopalBhopal |   ***Skills***  **Technical Skills**   * C * HTML * Java   **Soft Skills**   * Administrative abilities * Academic counseling * Curriculum requirements expertise * Student engagement * Classroom management * Student-centered learning   **Technical Skills**   * C * HTML * Java   **Soft Skills**   * Administrative abilities * Academic counseling * Curriculum requirements expertise * Student engagement * Classroom management * Student-centered learning     ***Education***  2022|| Master of Technology: Information Technology  **Mansarovar Global University, Madhya Pradesh**  Score – 83.60%  2014|| Bachelor of Technology: Computer Science  Kanpur Institute of Technology, Uttar Pradesh Technical University  Score - 69.8%  2009|| Intermediate  Dr. Virendra Swarup 21st Century  ISC Board  1st Division  2007|| High School  Mercy Memorial School  I.C.S.E. Board  1st Division |  |

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