

SUMMARY OF SKILLSET:

- Goal oriented & a **highly performance driven** professional with 4 years of running work experience.
- Solid understanding of **strategic development, delivery, team management, business growth, customer engagement** etc. across disciplines with fine presentation prowess.
- Excellent **inter-personal / written communication, planning, time-management skills** with exorbitant energy to enthuse & **inspire multidisciplinary teams / stakeholders**.
- **Capacity to productively use common business software** viz. MS-Outlook, Word, Excel, Powerpoint with **strong ability to evaluate & break complex issues/situations**.

WORK EXPERIENCE:

MASTECH INC. (www.mastech.com) - OCTOBER 2012 - PRESENT

ACCOUNT / ENGAGEMENT MANAGER – Jan 2015 – Current

DUTIES & RESPONSIBILITIES:

- Actively instrumental in Account(s) and Strategic **Planning for maximizing business potential**, quarterly revenue and channel net growth.
- Driving /Maintaining /Expanding relationships with **strategically important large customers**.
- **Negotiating with business stakeholders at various levels** to ensure **continued delivery**.
- Driving Quarterly business-reviews within the same channel while **collaborating with the Solutions Enablement teams in SAP HANA & Salesforce Practices**
- Development of proposals / quotations describing organizational products / services **in response to requests (RFPs & RFIs)** to prospective customers.
- Contribute with worthwhile **challenges to senior leadership with possible & effective solutions**.
- **Managing team dynamics** while equipping them with the right tools to think creatively. Also, provide **timely & enthusiastic team feedback** to keep morale high.
- **Prioritization / Classification of work on daily stand up basis** keeping team capacity in mind. Communicating strategies for a **unidirectional team approach to ensure success**.
- Proactively lead a joint company-**strategic account planning** process that develops mutual performance objectives, financial targets, and critical milestones for the fiscal year.
- Understanding monthly **net-growth numbers** set by the Vice-President and the Chief Executive Officer of the organization.
- Identify & establish relationships with **key decision makers within prospective large scale accounts** in order to **maximize / secure new business opportunities**.
- Supporting budgeting process by providing the customer's **Key Performance Indicator's** to management on a quarterly basis.
- Forecasting and tracking key account metrics namely **net growth, P&L, deliverables, revenue** etc. part of weekly efforts alongside VP of national accounts.



DUTIES & RESPONSIBILITIES:

- The role entirely involved working with different sections of the organization viz. Engagement Managers, VP of Sales, Stakeholders in putting together daily priorities based upon engagement calls with Mastech direct business.
- Active in taking charge of the business starting Q2 2014 while **engaging senior leadership and a diverse group of stakeholders**
- **Key player and a single point of contact** with Mastech Direct / Relationship business servicing client needs with the right resources in a timely fashion.
- Preparing daily/weekly/monthly performance report and **constant interaction with other Resource/Delivery Managers** part of the daily activity.
- **Proactively communicate and collaborate with internal and external teams** to analyze IT needs and functional/business requirements.
- Work alongside other Engagement managers / Account managers in putting together quotes & **RFIs/RFPs for building** new Mastech business.
- Ensuring proper **rules of engagement** are met for understanding/ending current assignment.

AWARDS & RECOGNITIONS AT MASTECH:

1. Winner of **The Circle of Excellence (COE)** - 2015 award for attaining **Maximum Net Growth (+12)** across the organization with a **132% achievement of the YoY business revenue**. This recognition also involves a 6 day trip and stay at Pattaya, Thailand with recognition from the CEO.
2. Awarded **High Honor / Honor Roll** awards for numerous months starting Q1 2013 for overachieving and meeting performance organization expectations.
3. Star Performer of the Month for February 2014.
4. Highly appreciated by the Vice President of National Accounts on numerous occasions for **commendable performance and driving revenue / gross margins** per company standards.



INTERNSHIPS/ INDUSTRIAL TRAINING EXPERIENCE:

HCL



GAIL (India) Limited



ACADEMIC QUALIFICATIONS:

- Bachelor's in Technology (Spec. in Computer Science Engineering) – 73% IILM Academy for Higher Learning, Uttar Pradesh Technical University (2009-'13)
- AISSE, CBSE Delhi – 83.2% Bal Bharati Public School, Noida (2009)
- SSC, CBSE Delhi – 86% Bal Bharati Public School, Noida (2007)