**HARENDER THAKRAN**

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**https://harender-thakran.web.app**

**https://github.com/hthakran**

**EXPERIENCE**

**SKILLS**

**ACADEMIC CONTOUR**

**B.Tech (Computer Science Engg.)**

**AWARDS**

**FRED** (Firm wide Recognition of Excellence and Dedication): Received 3 FRED’s for exceptional work which significantly contributed to increase CSAT score from 85% to 95% NPS from 49% to 68% and CES from 78% to 92%.

**SHL, Gurgaon, India (Nov 2016 – July 2022)**

* Managing the client’s project from inception to completion with regular follow-up with the stake holders within tight SLA’s and deadlines.
* Coordinate with different teams in order to provide custom solutions to the clients globally.
* Conducting feedback Survey and perform **Quality Check** of the daily reports and products delivered to the clients.
* Analyze and reconcile data and presents periodic reports on the health of projects.
* Testing the functionality of the new released product and provide information of any shortfalls before these are available to the clients.
* Keeping the management advised of the potential problems and escalate any situations that may require urgent attention.
* Maintain Product support documentation and liaise with the Product Managers to keep user manuals updated.
* Worked as an Analyst at Global Logic Technologies.
* Verifying, editing and categorizing a catalog of products for Shopping Express.
* Prepared user manuals for software applications.
* Worked closely with **product development team** and performed **UX research and analysis** on the new products.
* Presenting quarterly progress and productivity reports of the entire team to the management.
* Coordinating Strategic Projects and Initiatives across teams globally.

**ANALYTICAL**

Pivot Analysis, Data Analytics & Chart Representations

**TECHNICAL SKILLS**

HTML, CSS, JavaScript, Design Fundamentals

**APPLICATIONS**

MS-Office Suite (Advanced Excel, Word, PowerPoint, Outlook), Salesforce, Figma

**Global Logic Technologies (June 2015 – September 2016)**