

Manish JAISWAL



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EXECUTIVE SUMMARY

Dynamic and results-driven Customer Success Manager and a Business Consultant with approx. 8 years of IT experience, I have demonstrated expertise in proactively driving new product attachments and fostering strong client relationships through onboarding, up-selling, and cross-selling. Proven track record in designing, developing, and maintaining robust models that drive improved customer experience through fulfilling customer needs. Demonstrated expertise in AI-powered solutions, business strategy, and automation, contributing to significant performance enhancements and cost optimizations. Adept at leveraging data analytics, collaboration tools, and content management to deliver lasting business consulting solutions.

EXPERIENCE

LTIMindtree

Specialist - Service Design | Healthcare & Travel Domain | Bengaluru, KA |

Aug 2020 - Present (3 years 10 months)

Business Analyst, Contactless Travel Experience - An Airline Company

- Spearheaded a project of an Airline company to develop a contactless travel experience for its customers, from inception to completion, i.e. from understanding business problem, research, create personas, iteration, prototyping, swim-lane diagram, to user-stories and finally developing the software with a cross-functional team of 8 members.
- Achieved a 30% reduction in boarding time and a 25% increase in customer satisfaction scores in their application through seamless integration with organizational goals and regulatory requirements.

AI Workflow and Process Optimization Design in Healthcare Domain

- Designed and implemented AI-powered workflows and process optimization techniques that reduced operational costs by 20% and enhanced user experience in healthcare operations.
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Researcher in Predictive Analytics and Contributor to Thought Leadership

- Conducted in-depth research on deep learning models for predictive analytics in healthcare.
- Authored 5 industry-recognized articles on topics such as Value-Based Care (VBC), Metaverse etc., significantly contributing to thought leadership in healthcare consulting.

Healthcare EHR Systems Consultant

- Consulted healthcare organizations on the selection and secure implementation of electronic health records (EHR) in cloud platforms in compliance with HIPAA.
- Enhanced data accuracy by 50%, improved interoperability, and patient outcomes by 25% through tailored EHR solutions.

Healthcare IT Training Content Developer

- Created comprehensive Healthcare 101 training courses with latest industry trends that have educated over 200 new IT professionals, ensuring a smooth transition to the healthcare domain.
- Achieved a 90% satisfaction rate from participants and reduced onboarding time by 40%.

HDFC Bank

Management Trainee | Digital Banking | Internship | Bhubaneswar, OD |

Apr 2019 - Jun 2019 (2 months)

- Managed and serviced a portfolio of 50+ corporate and retail clients, offering tailored banking solutions to meet their specific business and personal needs.
- Successfully onboarded approximately 20 new clients, guiding them through their first investment journey and increasing the investment portfolio metrics by 30%.
- Educated over 300 customers on the benefits of e-banking, leading to a 50% increase in e-banking adoption and a 20% rise in transaction volume, while highlighting timesaving benefits and cash-back rewards.
- Delivered impactful presentations at various colleges, reaching a total audience of over 200 students, promoting the advantages of banking with HDFC Bank.
- Fostered a new customer base by opening 40+ student accounts, contributing to a 10% growth in the bank's youth segment and enhancing brand loyalty among young customers.

Genpact

Process Developer | Credit Cards | Gurugram, Delhi NCR |

Dec 2014 - May 2018 (3 years 6 months)

- Administered bi-weekly performance review sessions for 4 teams using data analysis, highlighting excellence and areas for improvement. This initiative led to a clear goal definition and resulted in Service Level (SL) improvements from 93% to 98%.
- Supervised debt collection calls, providing guidance to ensure high standards of customer service and adherence to best practices. This resulted in a consistent recovery of at least \$50K per month in net collections.
- Introduced an empathetic approach in Financial Assistance and Settlement for bankrupt customers, leading to a significant process improvement with 20% of these customers making payments.
- As an SME, played a pivotal role in training, mentoring, monitoring, and motivating 40 new hires for the collection executive role. Leveraging industry knowledge and expertise, equipped them with necessary competencies and attention to detail, with at least 10 of them becoming high-performing individuals.

COURSEWORK & CERTIFICATIONS

- Generative AI for Everyone
- iLead Leadership Journey
- Business Acumen
- The Business Intelligence Analyst Course
- Negotiation Skills
- Introduction to Healthcare
- Machine Learning in Healthcare
- Organizing & Prioritizing

EDUCATION

Indian Institute of Management, Sambalpur | MBA | Class of 2020 | Marketing & Data Analytics | GPA - 5.42

Rungta College of Engineering & Technology, Bhilai | BE | Class of 2012 | Electronics and Telecommunication | 64.64%

KEY SKILLS

- **Data Analytics** using SQL and Python
- **Data Visualization and Dashboard Creation** using Tableau and Power BI
- **LLM** tools such as OpenAI's GPT-4, and other GPTs
- **Market Research** (Primary and Secondary Research) and **Content Creation** for IT services
- **Agile Methodologies** using Jira, Monday, Scrum
- **Business Analysis and Business Analytics**
- **MS Office 365** (chiefly Excel, Power point, Visio, Word)

OTHER SKILLS

- Artificial Intelligence and Machine Learning (Neural Networks)
- Knowledge Management and Process Improvement
- Team Management
- Product Management
- Supply Chain Efficiency
- Digital Marketing
- Consumer Behavior and Relationship Management
- Business Strategy, Reporting Metrics, and Modeling
- Excellent Communication and presentation skills

ACHIEVEMENTS

- Obtained a **Pre-placement Offer** from **HDFC Bank** for the role of Key Account Manager.
- Former member of the **Student Activity Council** at IIM Sambalpur.
- One of the three employees in Genpact in 2017, to receive a bonus of Rs45,000 from the client for **exceptional performance**.
- Three times silver award winner in Genpact, for three consecutive years, on **exceeding expected performance**.

PERSONAL DETAILS

- **DOB** - 9th September 1990.
- **Hobbies** - Reading, Fitness, Learning Languages, Adventure Sports, Traveling, Binge Watching.