Jasmeet Singh Malhotra

Safety & Training Instructor—Operations

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About Me

Seasoned tech sales professional with a strong background in SaaS, telecom, and cloud solutions. Demonstrated success in driving revenue growth across DACH and EU markets through strategic stakeholder engagement and KPI-driven initiatives. Skilled in cross-functional collaboration, compliance enablement, and digital transformation. Adept at navigating complex enterprise environments to deliver value and foster long-term client relationships.

Skills

- Strategic Sales Execution
- Project Management
- Negotiation and Deal Closure
- Customer-Centric Approach
- Cross-Functional Collaboration
- Stakeholder & Account Management
- Customer Relationship Management
- Compliance and Risk Management
- Data-Driven Decision Making
- Excellent Communication Skills

Professional Development

- **AWS Educate Program** (Ongoing) – Upskilling in Cloud, DevOps, and Generative AI.
- **Safety & Compliance Trainings** (Amazon Internal) – Certified in operational safety protocols.

Education

2000 | University of Delhi.
Humanities Studies

2002 | National Institute of Information Technology (NIIT) .
Computer Science Diploma- IT

Work Experience

Safety Instructor- Operations
2024 - Present
Amazon | Germany | On-Site

- Lead the design and deployment of structured, app-based systems to capture **cross-functional** feedback, monitor **KPIs**, and drive closure of audit actions—enhancing accountability and minimizing operational risk.
- Facilitate high-impact safety and compliance enablement programs for cross-functional teams in high-velocity environments—boosting audit readiness and aligning **performance** with international safety benchmarks.
- Active contribution to **reduction of safety incidents by 30%** through proactive **stakeholder** engagement, targeted awareness campaigns, and continuous process improvement.

Sustainability Manager
2023 - 2024
Nature Preserve | Denmark | Remote

- Led go-to-market (**GTM**) initiatives for sustainable **SaaS** offerings, improving customer trust and **market share** across DACH and broader EU through targeted CRM-driven campaigns (**20% revenue uplift**).
- **Collaborated** cross-functionally with Tech, Product, Ops, and Marketing to deploy **cloud-native** platforms—improving client reporting, transparency, and NPS
- Managed CI/CD pipelines within a **DevOps** framework to streamline deployment processes, reduce release times, and support rapid iteration in delivering **scalable**, high-quality SaaS solutions.
- Advocated **sustainable** digital practices aligned with **EU standards**, enhancing compliance and **client retention**.

Sr. Project Manager- Telecom & IT
2013 - 2023
Tab Technologies Inc| India & SW Asia | Hybrid

- Spearheaded digital transformation projects for telecom and IT clients, ensuring delivery on-time and within budget using **Agile/Scrum** frameworks and tools like **JIRA**.
- Ensured project **ROI** through proactive stakeholder engagement, early risk identification, and **value-focused planning**.
- Built and maintained **strategic relationships** across Southwest Asia, facilitating daily standups, joint planning sessions, and partner engagement to identify pain points and unlock new opportunities.

Key Account Manager
2008 - 2012
American Tower Corp | India | On-Site

- Managed **enterprise** telecom accounts (e.g., **Vodafone**), ensuring **SLA** delivery, compliance, and accurate billing data across service operations.
- Conducted regular **forecasting** and **performance reviews** with leadership and customer stakeholders to support decision-making and **renewal strategies**.

Sr Executive– Business Development (SME)
2005 - 2008
Bharti Airtel Service | India | On-Site

- Owned **GTM** execution for **SME** data and voice services, leading **retention** initiatives and revenue generation.
- Cultivated strategic customer relationships, conducted **market analyses**, and captured new revenue streams through tailored client solutions.