

GAURAV KHATRI

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PROFESSIONAL SUMMARY

Results-oriented professional with extensive experience in project management, including Agile and Waterfall methodologies, and a strong background in customer service and IT project delivery. Demonstrated ability in vendor and stakeholder management, enhancing operational efficiency, and leading cross-functional teams in regulated financial service environments. Skilled in digital process automation, CRM systems, and data analytics, with a commitment to achieving project success and operational excellence.

KEY SKILLS

- Project Management & Coordination
- Agile & Waterfall Methodologies
- Stakeholder & Vendor Management
- Digital Transformation & Process Automation
- Risk Management & Compliance
- Data Analysis & Reporting (Tableau, Power BI)
- Team Leadership & Development
- Customer Service Excellence

PROFESSIONAL EXPERIENCE

BETFAIR, Darwin, NT

Customer Service Team Leader | Nov 2024 - Present

- Led a key project to implement a new communication system, enhancing team collaboration.
- Developed and managed a Slack bot for efficient issue resolution, reducing time by 20%.
- Executed UI improvements in Telbet, significantly improving operational efficiency and user experience.
- Coached team members, resulting in a 15% improvement in performance metrics.

SPORTSBET, Darwin, NT

Customer Service Advisor | Mar 2023 - Oct 2024

- Initiated service improvement strategies, enhancing process efficiency and team collaboration.
- Achieved a 15% increase in first-call resolution and a 20% reduction in handling time.
- Utilized analytics to drive customer satisfaction, leading to a 10% improvement in scores.

ILLION, Melbourne, VIC

Account Manager | Oct 2018 - Oct 2021

- Directed account strategy and digital transformation initiatives, increasing client retention by 30%.
- Managed relationships with C-level clients, ensuring alignment on deliverables and strategic objectives.
- Implemented analytics dashboards for real-time performance tracking, enhancing operational efficiency by 20%.

Royal Bank of Scotland, Delhi, India

Unit Lead | Jul 2012 - Jul 2018

- Led the development of applications for client onboarding and credit review automation.
- Collaborated with international stakeholders on significant IT projects, reducing fraud losses by 40%.
- Conducted comprehensive training programs, achieving a 98% satisfaction rate.

GENPACT, Delhi, India

Assistant Project Manager | May 2010 - Jun 2012

- Managed business automation projects, achieving a 50% reduction in reporting time.
- Facilitated stakeholder workshops, contributing to a 15% cost reduction through process reengineering.

EDUCATION

MBA (Finance) - Sikkim Manipal University, 2013

Master of Commerce - Rajasthan University, 2012

Bachelor of Commerce - Rajasthan University, 2009

CERTIFICATIONS

- Certificate in Data Analytics, 2024
- Future Leaders Program, Illion Australia, 2021
- National Employment Police Check, Valid until 20 Feb 2025