

GAURAV KHATRI

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Professional Summary

Results-driven Project Leader with over a decade of experience across customer service, account management, and IT-enabled transformation projects. Proven track record in delivering enterprise-scale applications, leading Agile and Waterfall initiatives, and collaborating with cross-functional teams. Adept at vendor and C-level stakeholder management, and known for successful project delivery across regulated environments, including financial services.

Key Skills

- Agile & Waterfall Project Management
- Enterprise IT & App Transformation
- Vendor & Stakeholder Management
- Digital Process Automation
- Risk, Compliance & Operational Efficiency
- Team Leadership & Coaching
- CRM Systems, Tableau, Power BI, Telbet
- Planning to pursue PMP Certification – July 2025

Professional Experience

- BETFAIR – Darwin, NT

Customer Service Team Leader | Nov 2024 – Present

- Led a cross-functional project to implement a new telephone system, improving communication across teams.
- Managed Slack bot development for troubleshooting, reducing issue resolution time by 20%.
- Implemented UI enhancements in Telbet to streamline operations and boost user experience.
- Mentored and coached team members, improving performance metrics by 15%.

- SPORTSBET – Darwin, NT

Customer Service Advisor | Mar 2023 – Oct 2024

- Spearheaded service efficiency improvements via process enhancements and collaboration.
- Raised first-call resolution by 15% and reduced average handling time by 20%.

- Delivered a 10% improvement in customer satisfaction scores through analytics-driven feedback loops.

- ILLION – Melbourne, VIC

Account Manager | Oct 2018 – Oct 2021

- Led digital transformation and account strategy, increasing client retention by 30%.
- Regularly liaised with C-level clients (e.g., NAB), coordinating deliverables and strategic plans.
- Introduced analytics dashboards for performance tracking, enhancing efficiency by 20%.

- Royal Bank of Scotland – Delhi, India

Unit Lead | Jul 2012 – Jul 2018

- Directed development of apps for onboarding clients (KYC/AML) and credit review automation.
- Led cross-functional teams and collaborated with UK-based stakeholders on enterprise-level IT projects.
- Achieved 40% reduction in fraud losses through improved detection systems.
- Delivered training programs to over 200 staff with 98% satisfaction.

- GENPACT – Delhi, India

Assistant Project Manager | May 2010 – Jun 2012

- Managed compliance and reporting automation, cutting reporting time by 50%.
- Facilitated stakeholder workshops and system design for business automation.
- Delivered 15% cost reduction via 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

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