

PRODUCT MANAGER

Summary

Suprit Singh Bagga Dedicated **Business Analyst** well-versed in analyzing and mitigating risk and finding cost-effective solutions. Excels at boosting performance and productivity by establishing realistic goals and enforcing deadlines.

Highlights

- Basics & MS Office, along with few other applications for Wire Frame, Smartsheet, Lucid Chart.
- Project tracking
- Release Management
- Budgeting and resource management
- Decisive
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Accomplishments

Served as Product Manager for a million dollar deal, the largest deal in company history.

Spearheaded a company-wide innovation initiative resulting in 2 new product offerings in under 6 months.

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Have suggested a process improvement which helped the process to complete cases within SLA with the reduction of 2 FTE's.

Honored by Star Award from Ireland Headquarter for best performance of the year.

Have resolved an escalation of Insurance Manifest (wherein an excess charge code is added to the customer's account for each claim) where they were able to find out the gap of 1,69,4500 euros. Billing codes were missing from customer account and no one was able to track that, so to fill the gap I proposed a new process of Insurance Manifest which was accepted by client with few minor changes.

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Experience

Product Manager Oct 2016 to Current

Dny Gl ¼ Sunrise , FL

I joined this company as a Business Analyst where I did few successful projects. After few months company offered me new role of Product Manager where I handled Automation project and Release Management. Apart from this I was also taking care of CSM requirement for future enhancement of the product.

Identified product problems and strengths and collected data on the customer experience.

Drove business KPIs through rapid iteration of customer-facing product features. Led a cross-functional team of engineers, QAs and UX designers to develop features and fix product defects.

Executive Sep 2011 to Apr 2016

Vodafone ¼ Ahmedabad , IN

- Joined as an executive for the pilot batch of Vodafone Ireland, Consumer Admin process.
- Currently handling the Fast Track queue (VIP) as a single point of contact, where I deal with all type of queries for Vodafone Staff employees and their Family and Friends.
- Fast Track is the only process where NPS score is available.
- Current year NPS is 72.91%.
- Any query in Fast Track has to be resolved in 24hours; however, I always try to close it within 3 to 5 working hours by dealing with different teams to resolve the query, which in turn helped me in getting good NPS score with great comments.
- Been an active floor support for the Vodafone Ireland (India) team, including all the processes (Consumer admin, SME, Retail Support, Direct Fulfillment & Porting Support).
- Worked on each process of Consumer Admin team and set a benchmark of pro-activeness & customer oriented approach.
- Assisting the Team Leaders in solving the escalated queries, TL complaints, daily reports, team handling, work allocation, queue management and backup of other process.
- Conducted training on Fast Track and created backup for my own process.
- Achievements: Honored by Star Award from Ireland Headquarter for best performance of the year.
- Honored as a Champion of the quarter 2 times for the Quarter 1 - 2012 (JFM'12) & Quarter 4 - 2012.
- Was honored as a Quality Champion for the July, August & September of 2013.
- I won six monthly Champion Awards for the exceptional performance.
- Client valued me as a Face of Fast-track for my good work and the way I deal with Fast Track queries.
- I have received many appreciations from clients which includes CEO and Director of Vodafone.
- Have suggested a process improvement which helped the process to complete cases within SLA with the reduction of 2 FTE's.
- Have resolved an escalation of Insurance Manifest (wherein an excess charge code is added to the customer's account for each claim) where they were able to find out the gap of 1,69,4500 euros.
- Billing codes were missing from customer account and no one was able to track that, so to fill the gap I proposed a new process of Insurance Manifest which was accepted by client with few minor changes.
- I helped in the process automation by providing relevant documents which was very helpful for them in initial phase of project layout.

Business Development Manager Aegion Corp

- Initially, I joined as Web executive where I was taking care of marketing and sales, after three years I got promotion as a Business Development Manager and I used to manage a team of Sales, Designers & Developers to maintain quality.
- Handling meeting with key clients.
- Managing a team of BD & ensuring individual's & team's sales targets are met.
- Deal with clients on leads which are provided by the telesales and ensure that the same is closed positively.
- Lead and coordinate sales activities for new bids including requirements definition, product and service definition, pricing and commercial terms.
- Develop and maintain excellent customer relationship and resolving customer issues in domestic as well as international.
- Build and develop new Channel Partners & Alliances for the organization.
- Revenue generation through new account development and key account management.
- Coordinated with various departments like Customer Relation Management, Finance, Sales, Billing, IT and took necessary actions to give permanent solution to customers problem within specific Turnaround Time.
- Achievements: Developed Channel Partners in major Countries like India, U.S, U.K.
- amp; Japan.
- Big Corporate Clientele like Travelswala, Vadilal Group, Medimax, Amtech, GR News, Wiz world India, PMS India and many more.

Education

MBA , MBA - IT 2016 Northwestern Polytechnic University 1/4 City , State , USA

I am pursuing double masters from NPU with IT specialization.

Topper of class

Achieved 4 GPA so far

Bachelor of Science , IT 03 H.S.C 1/4 City , State , India GUJARAT BOARD 66% BCA 2005-06 GUJARAT UNIVER 75%

Personal Information

Nationality : Indian]

Languages known: English, Hindi, Punjabi & Gujarati.

Skills

- Sales Software: Salesforce.com
- Wire Frames: Balsamiq
- DF: Lucid Chart
- Project Management: Smartsheet