

VIPLAV GANGULI



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New Delhi

+91-8860024492

Highly motivated and organized individual currently MBA student with around 1 year of experience specializing in office and customer service. Learn new tasks quickly and master growing customer relationships. Believes to learn with team with proven strengths in project/account management and execution of procedures to deliver world class customer service with excellent communication and interpersonal skills.

WORK EXPERIENCE

MANAGEMENT ASSOCIATE FIS GLOBAL PVT. LTD

01/01/2021-02/02/2022

GURUGRAM

Roles & Responsibilities

- Understand client requirements from customer success/account Management teams. Configure tools like halo, ER2 based on client requirements. Do end to end thorough QA of configurations done by team members to achieve better results.
- Collaborate with our outsourcing partner and analyses the situation.
- Identify client needs and support potential improvements in current processes for simplification, standardization and automation and transition standard work statements to our outsourcing partner.
- Analyze how clients are using the products and services and suggest improvements. Give support to sales/ pre-sales teams in detail market research of how existing clients are using applications and networking, calling to propose workflows for new clients.
- Ensure the accuracy of contracts entries, billing profiles and account balancing for assigned entities. Support month end quarter and year end closing activities. Preparation of Management accounts reports, and variance analysis report out of leadership.
- Ability to manage major client accounts and develop client relationships as primary customer contact. Ensure that all client projects are managed and delivered according to contract and within agreed timeframes, cost and quality criteria, and problem reporting where appropriate.

EDUCATION

- **MBA- Marketing, Operations**
BML MUNJAL UNIVERSITY
Pursuing, 7.39
- **Bachelor of commerce (Hons.) -**
Rajdhani college
Delhi University, Delhi
First Division, 69%
- **CBSE**
Sachdeva public School, Delhi
10th - 95% and **12th** - 91.8% - **Commerce**

SKILLS

| | |
|---------------------|------------------------|
| MS Excel | <div><div></div></div> |
| Account Management | <div><div></div></div> |
| Customer Care | <div><div></div></div> |
| Marketing, sales | <div><div></div></div> |
| Analytical Thinking | <div><div></div></div> |
| MS word | <div><div></div></div> |

AWARDS AND RECOGNISATION

- ZERO FBL'S for a year while working with FIS Global Pvt. Ltd
- Operations Head, Sierra Club
- Marketing Executive, Insights Club
- 2nd position in Delhi Football championship

CERTIFICATIONS

1. Marketing Mix - Coursera
2. MS Excel - Advanced - Coursera
3. Statistics for international business- Coursera
4. Share market - eLearn markets.

LANGUAGES

- ENGLISH
- HINDI
- BENGALI

INTERESTS/HOBBIES

- Organizing Events
- Football
- Social work

