

Shriyash Mohril

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OBJECTIVE

Motivated professional with a strong vision and analytical mindset, seeking a position to leverage customer satisfaction and management skills to drive innovation and data-driven strategic planning. Offering a strong foundation and a customer-oriented approach with excellent written and verbal communication skills and ability to collaborate effectively within cross-functional teams.

KEY COMPETENCIES

Data Analysis	Documentation
Communication Skills	Client Management
Reporting & Monitoring	Customer Support
Operations Management	

PROFESSIONAL EXPERIENCE

Centre for Development of Advance Computing

Jan 2023 - Present

Retainer

- Administer and monitor examinations evaluating numerous defense candidates, showcasing adept Interpersonal and analytical skills to aid clients in enhancing overall a positive user experience.
- Assist and manage teams involved in the process along with other stakeholders promoting collaborative working. Create and execute business processes and workflows which help in data-driven decision-making abiding by the industry standard practices.
- Foster cross-functional collaboration with clients focused on process optimization.

Roboticwares Pvt Ltd.

May 2019 -June 2020

Process Associate

- Configured SaaS based products utilizing data-driven analysis a keen eye for attention to details, improving customer service by implementing solutions to enhance market reach significantly
 - Engaged partners through Proof of Concepts (POC's) highlighting requirements and providing effective customer support and fostering client relationship.
 - Created business processes, workflows and resolved customer queries based on market research and handling escalations ensuring strategic operational compliance.
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EDUCATION

- **Masters of Business Administration (2022-24)**

Operations Management
Narsee Mounjee Institute of Management
Sciences

- **PG Diploma (2022)**

Big Data Analytics
Centre for Development and Advanced Computing

- **Bachelor of Technology (2015-2019)**

Electronics and Communication Engineering
Galgotias University