

DILIP KUMAR TIWARI

ASSOCIATE PRODUCT
SPECIALIST

PHONE | (+91) 9888833494
EMAIL | dilipforever009@gmail.com
LOCATION | New Delhi, INDIA
EXPERIENCE | 3 Years 0 Month

Key Skills

- Jira
- Adobe Creative Cloud
- Figma
- Troubleshooting
- Technical Support
- Application Support
- Power BI
- Advanced Excel
- JIRA Tool
- Salesforce CRM
- Zendesk
- AuthO
- SSO
- Product Planning
- Problem Solving Skills
- KPI Monitoring
- Product Management

Languages

- English
- Hindi

Profile Summary

Summary 3+ years of experience as a detail-oriented support analyst with a passion for enhancing products through meticulous analysis, KPI tracking and extensive experience in addressing pre-sales and post-sales inquiries, resolving issues, and collaborating with cross-functional teams.

Work Experience

Associate Product Specialist

Monotype

11/2020 - 12/2023

- Handled feature requests and font customization inquiries and ensured product font format, glyphs, and language support met client specifications.
- Managed desktop, web fonts, app, digital ads, and server license customizations and addressed product installation issues, platform/app conflicts, and font-related bugs and proficient knowledge of Windows, MAC OS environment
- Resolved web font rendering, loading, and subsetting issues and continued support for font customization requests and language support post-sales.
- Addressed inventory issues, font import/sync problems, and product installation challenges and handled font-related bugs and resolved web font rendering and subsetting issues.

- Managed app conflict warnings, installation issues, and plugin-related challenges and addressed feature requests and collaborated with the development team.
- Tracked lead status and analyzed refund and renewal patterns and conduct design after website studies, competitive and market research.
- Ensured designs were updated to align with market trends and collaborated with the development team to check coding compatibility with designs.
- Ensured ease of deployment for the development team and proficient in HTML, Collaborated effectively with senior members, product teams, sales teams, and legal teams and assigned issues, tracked their status, and prioritized based on impact.

Education

MBA/PGDM - Finance

2016

Dr. Harisingh Gour University (HGU), Sagar

Grade - 78%

B.Com - Commerce

2014

Guru Nanak Dev University (GNDU)

Grade - 52%

12th

2011

CBSE , English

Grade - 60-64.9%

10th

2009

CBSE , English

Grade - 70-74.9%