

# PARV SACHDEVA

Vancouver, British Columbia, Canada

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## EDUCATION

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**University of British Columbia, Vancouver, Canada**

Aug 2021 - May 2022

Masters in Management

Cumulative GPA - 3.6 - President of MM Student Society

## WORK EXPERIENCE

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### **Fintel Connect**

#### ***Client Services Manager***

Nov 2024 - Present

- Oversaw a team of two AMs, overseeing a combined \$1M in client revenue, and driving performance improvements
- Developed and executed strategies that resulted in \$50 million YoY revenue growth for a US east coast client
- Built and managed key relationships with high-value clients in banking, finance, fintech, investments, and compliance
- Spearheaded automation initiatives using VBA and PowerPoint to streamline reporting and internal processes
- Led hiring processes, including interviewing and onboarding new talent

#### ***Account Manager***

May 2024 - Nov 2024

- Managed a portfolio of 4 key clients, developing growth strategies to improve customer acquisition by 50% YoY
- Worked cross-functionally to enhance internal analytics and reporting capabilities
- Collaborated with clients to understand their goals, identify opportunities for growth, and resolve challenges
- Delivered regular updates to clients, ensuring alignment with their strategic goals and KPIs
- Identified and addressed customer pain points to ensure long-term satisfaction and retention

#### ***Senior Account Coordinator***

Sep 2023 - May 2024

- Assisted in scaling client success operations by implementing new processes and tracking performance metrics
- Conducted market research and competitor analysis to identify growth opportunities for key accounts
- Provided hands-on support for account management, improving response times and service quality
- Assisted in building client reports, improving data-driven decision-making
- Supported the implementation of client strategies, ensuring operational efficiency and satisfaction

#### ***Account Coordinator***

Aug 2022 - Sep 2023

- Gained foundational knowledge of the business and assisted in day-to-day client operations
- Participated in client meetings, providing support for account management and strategy execution
- Assisted in executing client campaigns, ensuring alignment with KPIs and business objectives
- Developed client reports and presentations to enhance data-driven decision-making
- Provided operational support to account managers to improve service delivery and client satisfaction

### **Vancouver International Film Festival**

Aug 2024 - Present

#### ***Venue Manager - Part Time***

- Member of the year round team serving the organization that delivers the largest film festival in western Canada
- Lead and work with teams of 20+ individuals per patron facing shift in a hyper dynamic environment

### **HeroMotoCorp - Utsav Hero**

Jun 2019 - Aug 2020

#### ***FP&A Manager***

- Developed from scratch financial models forecasting, budgeting and managing \$10M+ in annual sales
- Conducted detailed inventory variance, vendor analysis, identifying cost-saving opportunities across business
- Reduced overall operational expenses by 20% and improved profit margins by 8%
- Managed a team of 2 analysts, achieving 100% accuracy over the course of business fulfilment needs

VOLUNTEER

Creative Mornings  
*Volunteer*

January 2023 - Present

- Member of the entirely volunteer led and locally hosted chapter of CMVan at the Vancouver Art Gallery
- Creative Mornings are held across the world every month in 240 cities serving free breakfast & curated talks about creativity

SKILLS & ACTIVITIES

Technical Skills	Excel VBA, Powerpoint, Hubspot CRM, Python, Linux, Vim
Soft Skills	Communication, Leadership, Teamwork, Strategic Thinking, Crisis Management
Languages	English - Fluent
Interests	Poetry, Cooking, Film, Writing, Politics, History, Markets