



PERSONAL INFORMATION

Samanway Shree Pandey

 #202, Robin Smith Hall, Riccarton, Edinburgh, U.K.

 +44 7511804389

 [samanway.pandey@gmail.com](mailto:samanway.pandey@gmail.com)

 <http://samanway-pandey.life/>

 Skype samanwaypandey

Sex Female | Date of birth 28 Mar 1992 | Nationality Indian

PERSONAL STATEMENT

**I help channelize Plan into Actions** | Currently Researching & Learning my way through Business Psychology.

WORK EXPERIENCE

15 Apr 2019–Present

**Customer Success Specialist**

Perfios Software Solutions Pvt. Ltd., Mumbai (India)

<https://www.perfios.com/>

Portfolio of Accounts ranging from \$25,000 - \$130,000 and above.

Business Analysis- Requirement Analysis & Documentation, Scope and Strategy Analysis, Customer/ Client Engagement – Presentation, Marketing & Query resolution, Dashboard Management, Product Delivery and Application Management & Service Delivery.

Data Analysis – Evaluation- Root cause analysis and Streamlining, Data extraction-transformation, Trend Analysis, Researching, Fraudulent Check Unit Management.

**Design and Content Editor:** Imprints- Planning, Designing, Content Creation for Company New-letter.

**Business or sector** Consulting/Product/Analytics/Retail/SaaS

15 Sep 2015–14 Sep 2016

**Executive – Operations and Catalogue**

Trend Arrest Clothing Pvt. Ltd., Guru gram (India)

<https://trendarrest.com/>

Portfolio of Accounts ranging up to \$65,000 and above.

Warehouse Operations, Vendor Management – Marketplace, Content Management – Catalog & Detailing, Business Development, Product Marketing – Social Media & PR, Production Planning – Merchandising.

Customer Development, Supply Chain Functions, Product Category Management.

Data Analysing – Business and Customer Trends through raw Data.

Managed all aspects of an Online Retail Brand. Actively Co-ordinated during the Brand's Campaign with Actress- Sunny Leone.

**Business or sector** E-Commerce/Retail/ E-Tail/Start-Up

1 Sep 2014–31 Aug 2015

**Production Executive**

IPA Devices Pvt. Ltd., Bangalore (India)

Organization Structure Study/Management, Supply Chain Management, Assembly Line Optimization, Internal Communication Management, Documentation.

**Business or sector** Manufacturing/Automation/Services

## EDUCATION AND TRAINING

14 Sept 2020 – Present **MSc Business Psychology**  
Heriot – Watt University, Edinburgh (U.K.)

29 May 2017–31 Mar 2019 **Master of Business Administration – Lean Operations & Systems**  
Christ University, Bengaluru (India)

1 Jun 2010 –31 Jul 2014 **Bachelor of Engineering – Computer Science**  
Sai Vidya Institute of Technology, Bengaluru (India)

## PERSONAL SKILLS

Mother tongue(s) Hindi

Foreign language(s)

English	UNDERSTANDING		SPEAKING		WRITING
	Listening	Reading	Spoken interaction	Spoken production	
	C2	C2	C1	C1	C2

Levels: A1 and A2: Basic user - B1 and B2: Independent user - C1 and C2: Proficient user Self-assessment grid.

Communication skills

- Good Communication Skill in English (Verbal & Written)
- Self Motivated, Ability to solve problem creatively.
- Determined to learn with practical approach.
- Enthusiastic and can produce results under deadline constraints.

Organisational / managerial skills

- Good coordination in working in Groups/Teams
- People skills
- Project organisational skills.
- Planning skills
- Execution skills
- Deliverables skills

Digital skills

SELF-ASSESSMENT				
Information processing	Communication	Content creation	Safety	Problem-solving
Independent user	Proficient user	Proficient user	Proficient user	Proficient user

Digital skills - Self-assessment grid.

Other skills

- Passionate Reader - Ambitious Traveller – Movie Watcher – Fitness Freak.
- Fashion Lover – Prolific Writer – Forever Volunteer.

## ADDITIONAL INFORMATION

Presentations

- Participated and won First prize at National level and State Level Technical Paper Presentation.

Honours and awards

- Won Best Writer Award at Perfios' quarterly newsletter.

Social Initiatives

- Active volunteer at CSR initiatives, currently part of SolidariTee community.