

RAJESH GROVER

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DoB: 20th Dec, 1986 ~ Residential City: Gurgaon

Aiming to obtain career enriching assignments to leverage experience in Knowledge Management, Business Research, Analytics, Marketing Research, Consulting, Vendor Management & Transitions geared towards providing the streamlined operational initiatives

Professional Synopsis

Professional Enhancement

- Executive Program in Management from IIT Mumbai in year 2012-2013
- Certified in Programme in Technical Consulting by Consulting Development Centre (CDC) in 2009

Ability

- Presales & Proposal Management, Knowledge & Content Management, Transition & Change Management BI Tools like SAP Lumira and Tableau for end-user information exploitation
- Successfully leveraged Learning Tools like SAP Successfactors and SAP Learning Hub

- Presently working as **Senior Knowledge Transfer Consultant with SAP Labs**; KRA revolves around working on **Research and Consulting** Assignment, **Knowledge Management** as well as managing and leading **Transition Projects**
- Experience in **Sector/Industry Trend Analysis, Company Evaluations, and Financial Benchmarking** with advanced IT literacy and interest in IT content knowledge.
- **Program Manager** from India for a newly created service of Virtual Events where three different vendors are involved to provide an immersive learning experience as well as providing the feature loaded platforms for the marketers to have an engaging and Interactive audience experiences which consistently drive more pipeline.
- Interact with international teams and use an extensive collection of internal and external information resources to gather, analyze, synthesize, package and deliver information to our key stakeholders
- 10 months of experience working as **Research Analyst with Egon Zehender Information Research Services** in Technology Practice Group
- Worked on research products like **Industry Reports, Benchmarking Reports ,Competitor Analysis, SWOT Analysis**, Newsletters & Dashboards updation, Organizational charts, Compensation analysis etc
- 14 months of experience in **financial operations with Royal Bank of Scotland (RBS)** Business Services, Gurgaon as Transaction Analyst.
- Setting out standards for various operational areas; implementing quality systems & procedures to facilitate a high-quality work experience, while adhering to the SLA.
- Hands on experience on Business Visualization tools and usage of SAP Lumira for process improvement and data research. Proven skills in assisting the manager in keeping a track on team's data and there team's MIS reportings

Career Highlights

Jan 2011-Present

SAP Labs as Senior Knowledge Transfer Consultant

Key Result Areas:

Business Insights

- Development of Business Cases: **Facilitated the development of "RFP/RFI"** responses and Lead the Development of Business Cases
- **Conducts external market research** to identify key trends, issues and players as relevant to the product portfolio and contributes to periodic product, service and trend updates and solicit best content to fill ongoing content needs
- Business Process Content Generation: **Creating Benchmarks, Company/Industrial KPI, Value Levers and Trends** by conducting desktop-based research using a combination of specialist research tools such as, Factiva, Capital IQ, Hoovers, OneSource, Lexis Nexis etc
- **Provide proposal support** via Shared Service Framework and provide client teams with collateral from the Knowledge Exchange, Expert Network Group and the internal portal.

Virtual Events

- Program Manager from India for Virtual Events Services Team where 3 different vendors are involved in providing the right set of tools and infrastructure which are targeted towards fulfilling the marketing and learning requirements of our stakeholders.
- Lead a Project of Integration of SAP Enterprise Support Team into SAP Learning Hub to Deliver Seamless Learning Enablement experience for SAP Users ([Press Release](#))

- Develop and deliver training materials and training to stakeholders in accordance with the accepted methodology which include: Conduct training via webex/adobe connect, Video creation (Camtasia), Webcasting solution, Course Creation and Maintenance on SAP Successfactors and SAP Learning Hub targeted towards the Partners, Global Customer Organization and Enterprise Support
- Pivotal Role played in creation of an internal tool which manages all the events requirement and execution from an end to end perspective for all the vendors as the traction for such events is growing and is evident from a double digit growth on Y-o-Y basis.

Vendor Management

- Created the SoW (Statement of Work) for the Vendor along with Global Procurement and Controlling team
- Liaison with the Vendors on a regular basis which resulted in 30% Escalation Reduction from the Core Group of Customers
- An Analytical Dashboard (Reporting) on SAP Lumira for a real time reporting created.
- Advise the client on making IT investments (run-rate and one-time cost estimates) and restructuring decisions
- SPOC for a local vendor from SAP for new services transition and end to end process setup (e.g. deliverable templates, accelerators, essential training guidebooks, proposal/SOW templates, etc)

Mar 2010-Dec 2010

Egon Zehender Information Research as Research Analyst

Key Result Areas:

- Extensive usage of online resources (including databases like CapitalIq, Factiva, Reuters, One Source, Boardex, Zoominfo, LinkedIn etc and also resources like company websites, annual reports, SEC filings, Global Reports, Company Registers etc.) for secondary research assignments to deliver to the end client(consultants), and meeting the deadlines.
- Prepared the research reports of the various companies in IPG (Industrial Practice Group) and T&C (Technology and Communications) domain based on the request and shared with the client.
- Actively involved in trend analysis projects and using various business tools to assist the critical decision making process.
- Part of the proactive research projects and extended our support to the consultant on the ongoing assignments.
- Equipping the consultants with a prospect client information package that includes company description, financial background, company news, SWOT and competitive analysis, key executives and our relationship with them that helps them in business development activities.
- Worked on executive profiles, organizational charts and tracking the movement of industry leaders of various business sectors.
- Responsible for preparing weekly reports (about leads & assignments) and newsletters (industry news), to be sent to New York and Dallas Office respectively.

Jan 2009-Mar 2010

Royal Bank of Scotland as Transaction Analyst

Key Result Areas:

- Handling *Customer Account Reporting (Reconciliations Profile*, banking payments) that includes vigorous follow-up and efficient & effective tracking within the requisite time frame & managing end-to-end cases.
- Weekly and Monthly MIS reporting shared with senior management and client whose purpose was to track the workflow and individual performance.
- Monitoring the overall functioning of processes, identifying improvement areas and implementing adequate measures to maximise customer satisfaction level.
- Conducting inter-department and intra-department networking for timely resolution of cases.
- Achieving the assigned productivity and accuracy targets, as well as Turnaround Time.

Qualification Highlights

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| 2012 | Executive Program (Certification) in Marketing and HR from IIT Mumbai |
| 2008 | <i>B.Tech. (Computer Sciences)</i> from T.I.T & S., Bhiwani and obtained 68.5% marks |
| 2004 | Class 12 th from St. Sophia School, Hisar and obtained 81.6% marks |
| 2002 | Class 10 th from Campus School, Hisar and obtained 85.2% marks |

Academic Accolades

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- Distinction of being
 - Founder of Maverick Club during College.
 - Organizer of AAYAM-2K7, a Symposium by Maverick Club.
 - Received awards of Excellence in various events like Creativa (Molding Free thoughts), Future Vision, Virtual Press Conference, Imagination etc during Tech-cum-Cultural Festival in different Colleges.
 - Member of Literary Society of the College during the Session of 2005-06.
 - Awarded Merit Certificate for getting A-1 grades in all subjects in Class-X in 2002.