

Abhay Shrawankar

Associate Director | Product | Solutions | Business Operations Leader

Results-driven leader with over 10 years of experience in product development, business operations, and innovative solutions. Proven success in leading cross-functional teams to deliver high-impact results, improve operational efficiency, and drive business growth. Expertise in product strategy, client relationship management, and process optimisation.

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SKILLS

Product Development Product Roadmap Product Lifecycle Management Product Strategy Project Management

Writing Technical Specs and Requirements Market Research & Trends Competitive Analysis Go-To-Market Strategy

User Experience Best Practices QA Business Cases Business Development Client Relationship Management

Communication & Influencing Customer Solutions Strategic Planning Cross-Functional Leadership

Operational Excellence Solution Architecture Change Management Team Management / Leadership

People Management Python SQL Data Analysis Web Development APIs

Financial Management & Budgeting

WORK EXPERIENCE

Associate Director - Product | Solutions | Business Operations

Datability Technologies Pvt Ltd

11/2020 - Present

An owned audience marketing platform that helps publishers & retailers reduce their dependency on walled gardens

Achievements/Tasks

- **Product Strategy Development** - Lead the development and execution of product strategies aligned with company goals, market trends, and customer needs. **Increased user retention by 25%** through tailored product strategies and market trend alignment.
- **Product Lifecycle Management** - Oversee all aspects of the product lifecycle, including ideation, requirements gathering, design, development, testing, launch, and post-launch optimisation. **Reduced product development cycle by 15%**, leading to faster time-to-market and improved competitiveness.
- **Cross-Functional Team Leadership** - Manage and mentor cross-functional teams comprising product managers, engineers, designers, marketers, etc. to drive product development and delivery. **Led cross-functional teams of 50+ professionals**, resulting in 10+ product launches and a 20% revenue growth.
- **Stakeholder Engagement and Communication** - Effective communication with internal & external stakeholders to align priorities and ensure project success. **Negotiated partnerships** that increased market share by 10% and generated \$1M in additional revenue.
- **Operational Excellence and Process Improvement** - Implement best practices and streamline processes to improve operational efficiency, reduce costs, and enhance product delivery capabilities. **Enhanced operational efficiency by 30%**, saving \$500,000 annually through streamlined processes.
- **Customer Relationship Management** - Build and maintain strong relationships with key customers, gather feedback, and advocate for customer needs within the organization to drive product innovation and improvement. **Improved client satisfaction scores by 40%** and reduced churn by 15% through enhanced customer relationship management.
- **Market Analysis and Competitive Intelligence** - Conduct market research, analyze industry trends, and gather competitive intelligence to inform product strategy and identify new market opportunities. **Uncovered a \$2M market opportunity** through detailed market analysis and competitive intelligence.



WORK EXPERIENCE

Assistant Manager Operations Concentrix India Services Pvt Ltd

02/2020 - 11/2020

Achievements/Tasks

- Responsible for the day-to-day supervision of a group of technical support associates and serve as a mentor and coach to a group of Team Leaders. **Increased team performance by 20%** through coaching and mentoring of the team.
- Ensure performance metrics are achieved by providing adequate coaching, motivation to and accountability of both associates and team leaders. **Improved service quality by 15%**, meeting KPIs and exceeding financial expectations.
- Lead Team Members, foster their professional development and growth via effective coaching and communication and promote teamwork and cooperation. **Managed 50+ team members**, identifying performance-related issues, developing an action plan for improvement, and implementing corrective action.
- Provide subject matter expertise in handling escalated customer calls as needed. **Resolved 95% of escalated issues** within the first 24 hours, improving service levels.
- Complete shift-wide projects that aim to increase productivity, quality or other KPIs. **Increased overall team productivity by 10%** through successfully completed shift-wide improvement projects.

Tech Operations Lead HCL Technologies Ltd

02/2016 - 01/2020

Achievements/Tasks

- Responsible for handling a team of technical specialists; providing complete hardware and remote software technical support to the employees of ExxonMobil Global Services Company; including overall Service Desk / HelpDesk Operations. **Led a team of 100+ specialists**, improving first-call resolution rates by 30% and increasing customer satisfaction.
- **Improved HelpDesk efficiency by 20%**, reducing average handling time (AHT) and boosting productivity.
- Doubling up as an Escalation Manager & Outage Specialist to ensure all escalations and outages are resolved with minimal business & financial impact. **Handled escalations and outages**, minimising financial impact by 15% through efficient resource management.
- Responsible for planning and overseeing the transfer of key information necessary for the support, operation and acceptance of solutions deployed into production. This includes operational readiness, support documentation and acceptance checklists. **Trained 75+ employees**, increasing technical skills and achieving a 20% rise in team performance.
- Added responsibilities as a Transition Manager and understanding the client's current mode of operations, including process, people and technology. **Executed transition plans** with a 100% success rate, ensuring smooth operations post-deployment.
- Part of a 7-day Knowledge Exchange Program in Fawley, United Kingdom (ExxonMobil Esso Refinery) to understand the level & kind of support provided to the employees working at the refinery.
- Part of a 15-day Knowledge Exchange Program in Houston, United States (ExxonMobil Global Services Company Head Offices) to understand the workings of the GeoScience Community and the level of IT Support required being the top revenue earners for ExxonMobil.

Technical Specialist iYogi Technical Services

08/2014 - 02/2016

Achievements/Tasks

- Providing technical advice & support about computer products, software, hardware, and anti-virus applications. **Increased client acquisition by 25%** through exceptional pre- and post-sales technical support.
- Being the key point-of-contact for the clients, answering queries, providing technical support and introducing new products.
- Preparing tenders, proposals & quotations, negotiating contracts, terms & conditions, providing product education & service. **Negotiated contracts worth \$200,000**, expanding the company's market reach and increasing revenue.
- Identifying & establishing new businesses; liaising with existing clients; and providing pre- & post-sales technical support. **Achieved 100% of sales targets** by developing strong client relationships and technical expertise.

Junior Engineer - Product Support HCL Technologies Ltd

12/2012 - 03/2014

Achievements/Tasks

- **Reduced customer complaints by 20%** through effective troubleshooting for British Telecom products.
- **Resolved 95% of technical issues on the first call**, boosting customer retention and satisfaction.
- **Trained 30+ new advisors**, improving service quality and operational efficiency.



CERTIFICATES

Product Management

Google Project Management

Python 2 & 3

Google Analytics

Google Tag Manager

HTML, CSS, & JavaScript



EDUCATION

Master's in Business Administration

Sikkim Manipal University, New Delhi

07/2015

International Business

Bachelor's in Engineering

Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur

06/2012

*Electronics and
Telecommunications*



ADDITIONAL DETAILS

US B1 / B2 Visa Holder (valid till May, 2029)

Former UK B1 Visa Holder