



SIDDHANT JAIN

DEPARTMENT OF MANAGEMENT STUDIES

Malaviya National Institute of Technology Jaipur (MNIT)

Email: siddhantjain.com@gmail.com | 2019PBM5601@mnit.ac.in

LinkedIn - <https://www.linkedin.com/in/siddhant41hig/>

Address: 41 HIG, Vijay Nagar, Dewas, MP, 455001

2019PBM5601

Male

DOB: 06/10/1995

Mob No: +918989509257

Examination	University/Board	Institute	Passing Year	CGPA / %
PG (MBA)	NIT Jaipur (MNIT)	NIT Jaipur (MNIT)	2021	Pursuing*
Graduation	RGPV, Bhopal	AITR, Indore	2017	72.10
Intermediate/+2	MPBSE	Innovative Public HS School	2013	77.80
Matriculation	CBSE	Holy Trinity School	2011	72.00

OBJECTIVE

Devoted and hands-on individual seeking a strategic position to generate more revenue and to utilize education & experiences in increasing productivity within a business's infrastructure.

WORK EXPERIENCE

Etech Global Services, Gandhinagar, Gujarat (July 2017 – January 2019)

Business Analysis (CXM) professional with a strong technical base and management exposure responsible for end-to-end solutions implementation of CEM suite for some of the world's most customer-centric organisations as a part of Professional Services group. I have worked in B2B, Retail, Banking, Oil/Energy and Hospitality domains. We enabled these companies to actively listen to their customers through the Medallia OCEM product. While working on these projects, I have been part of and led full life-cycle implementations right from the requirement gathering phase to testing and hand-over.

By mapping their experience journeys and subsequently enabling analytical capabilities on the data, I helped clients with improving their overall operations and to some degree even in retaining customers by repeating their transactions with the same client.

- Worked as a Business Analyst (CX Consultant) in Customer Experience Management (CEM) domain, and responsible for end-to-end solutions and implementation of Customer Experience Management suite and framework for enterprise accounts of Fortune 500 Clients.
- Working in sync with Global project managers based in US, UK and EMEA to hold regular meetings and brainstorming sessions to customize and provide best solutions to companies incorporating the CEM suite.
- Analyzing large data sets and business process of companies, and gauge customer's interaction with their end customers in a B2C and B2B world. Responding & managing operational issues affecting live projects.
- Implementation of prototypes for ExxonMobil & Samsung resulting in approval of expansion projects worth million USD.
- Primary responsibilities: Issue Investigation, Impact Analysis, Quality Assurance, Project Planning and Implementation

KEY PROJECTS

- **Industry Projects** – ExxonMobil, Samsung Telecom, DXC Technologies, TD AI Bank, Grant Thornton, CAA Technologies and many more.
- **Face Detection & Recognition in MATLAB** - Static system recognizes a face from a database of human faces using PCA.
- **Customer Churn of Telecom Customers** - Determining Churn rate and minimizes customer defection by predicting which are likely to cancel a subscription to a service.
- **Twitter Real Time Analytics using Storm** - Twitter analytics help understand how the content you share on Twitter grows your business & helps in making market strategies.

SKILLS

- **IT skills :** OOPS, Database Management Systems, Web Technologies, HTML, CSS, XML, JavaScript, MS Office, Knowledge of CX Management systems, Business Intelligence, Instances deployment
- **Management skills:** Product management, CRM, Analyzing large datasets, Customer Centric, Strategy Research & Analysis, Client Management and Communication, Impact Analysis, People management
- **Area Of Interest:** Customer Experience, Tech blogs, Volunteer & Organizing Events, Content Management, Digital Marketing & Stats
- Beginner in **Google Digital Marketing, Tableau, SPSS** _____[certifications]

EXTRA CURRICULAR-ACTIVITIES

- Secured 5th position in SEEQ Quiz, one of the biggest quiz in West India
- **Technical Coordinator** for management fest - *Mahaprabandhan Parv 2019* at NIT Jaipur
- **Event Organiser** for event *Product Design: Idea to Execution* under management fest
- Worked and Volunteer with team CAG for ‘Chai pe Charcha’ campaign.
- Volunteered & organized various Summit & Seminars at UG level.
- Volunteer of MUSKAAN NGO working for free education of poor children including fund raising from different segments of societies. Recently, muskaan digitized govt school classrooms in Gwalior district.

INTERESTS/HOBBIES

- Readings Tech Blogs
- Cricket