Surbhi Nimje

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PROFESSIONAL SUMMARY

Strategic MBA candidate from IIM Shillong with 19 months of pre-MBA experience in system modernization, stakeholder collaboration, and digital operations. Skilled in Agile, SDLC, and tools like JIRA, Power BI, and Visio. Proven ability to lead cross-functional projects in e-commerce and supply chain, with a strong focus on strategy execution, process transformation, and change management

EDUCATION

Indian Institute of Management Shillong (IIM Shillong)   Shillong, India
- Master of Business Administration (**MBA**) | **GPA: 3.36/4.33**   June, 2023 - April, 2025
- Courses: *Digital Business and Transformation Strategies, Business Process Modelling , Technology Management and IT Consulting, Management Information System*

Sinhgad College of Engineering   Pune, India
- Bachelor of Engineering in Computer Engineering (**B.E.**) | **GPA: 8.65/10.00**   Aug, 2016 - May, 2020

PROFESSIONAL EXPERIENCE

Manager - Strategy & Operations   Mumbai, India
Justdial   Aug, 2025 - Present
- **Led** a tech team on **4 POCs** across B2C verticals, using LLM APIs to automate image tagging, improving rollout speed by **30%**
- **Enhanced** analytics for **21 B2C verticals**, including Google Search Console dashboards and **query intent analysis**, increasing actionable insights by 40%
- Managed 5+ ad-hoc tech projects, implementing emerging solutions and aligning with business objectives

Order Management System Developer   Goa, India
Tangentia Inc.   April, 2022 - July, 2022
- Supported order lifecycle operations for a global e-commerce client, ensuring seamless flow from order placement to fulfillment.
- Resolved issues across cancellation, modification, and payment workflows, resulting in a **30% drop in order-related escalation**s and **12% support workload reduction**
- Collaborated with engineering and product stakeholders to streamline backend processes and improve **customer experience**

Systems Engineer   Pune, India
Infosys Ltd.   Nov, 2020 - March, 2022
- Led end-to-end system modernization initiatives for **IBM Sterling OMS** for a global B2C client, enhancing operational efficiency and **customer satisfaction by 15%** through the rollout of a **customer-centric appeasement framework**
- Managed **order lifecycle** (sales, returns, exchanges) with **95% system uptime** and optimized process flows
- Developed and standardized **FRDs** and **SOPs** to support change management and improve operational consistency across teams
- Aligned stakeholders by translating business goals into system features, supporting strategic planning and roadmap design
- Oversaw **Agile** execution across **SIT/UAT** phases using **JIRA**, ensuring on-time, cross-functional delivery
- Acted as liaison between **business and tech teams**, enabling **data-driven improvements** and strategic alignment

SUMMER INTERNSHIP

Summer Intern   Jharsuguda, India
Vedanta Ltd. - Commercial Business   April, 2024 - June, 2024
- Analyzed and optimized warehouse operations, providing strategic guidance for digitalization by transforming crucial manual processes through QR tagging and SAP integration, which resulted in an anticipated 25% reduction in manual efforts
- Built a real-time dashboard using Power BI to monitor inbound shipments, warehouse stock levels, and supplier KPIs, supporting operational decision-making
- Proposed actionable insights, significantly enhancing inventory flow visibility and consumption tracking of materials for plants

ACHIEVEMENTS

National Semi-Finalist in Samsung E.D.G.E. 9 (*Top 59 teams, 2024*), **Tata Imagination Challenge** (*2024*), **Tata Steelathon Season 11** (*Top 70 teams, 2024*), **Accenture Innovation Challenge** (*Top 15, 2024*)

CERTIFICATION & SKILLS

- **Product Strategy Micro-Certification** | Product School   2024
- **AI for Product Management** | Pendo   2024
- **Jira Fundamentals Badge** | Atlassian   2022

Skills : JIRA, Confluence, Visio, SQL, Excel, Power BI, IBM Sterling OMS, SDLC, BPMN, HTML, CSS, Powerpoint, Agile

Key Competencies: Business Requirement Gathering, Process Mapping, Use Case Documentation, Agile, Stakeholder Communication, Problem Solving

Language : English , Hindi, Marathi

LEADERSHIP EXPERIENCE

- **Core Team Member**, iMARC IV 2025, IIM Shillong: Led planning and execution for an international academic conference
- **Event Coordinator**, INDAM 2024, IIM Shillong: Organized roundtables and workshops for 90+ researchers