

# Siddarth VG

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## EXPERIENCE

### • Product Consultant

*(Freshworks (Formerly Freshdesk), Chennai)*

*( 05/08/19 - PRESENT)*

- Closely worked with the Sales/Business development teams to identify and qualify the business opportunities, identify key customer technical objections and convert prospects to customers.
- Closely worked with the Product Management team to discuss about the product updates and also provided certain suggestions/feedback based on the interaction with various prospects.
- Prepared and delivered the Freshworks value proposition through Product demonstration via web meetings, proof of concept and RFP response documents.
- Worked independently with prospect's/customer's technical teams on technical scoping. During the process of scoping, I was involved in complex workflow analysis and in-depth examination of the interaction between Freshworks and customer's infrastructure.
- Answered prospect's queries over an email, phone call and also handled tickets.
- On-boarded customers, assisted them in implementing the tool which included data migration, integration using APIs, etc. and also trained all the users.
- Conducted regular meetings with other teams to answer their questions related to the product.

### • Sales Development Executive

*(Freshworks (Formerly Freshdesk), Chennai)*

*( 05/02/18 - 04/08/19)*

Online sales by engaging with website visitors :

- Understood the business use-cases of the prospects.
- Educated and provided solutions on how CRM and Live chat tool could add value to their business.
- Generated qualified leads for the Account managers to nurture them to closure.
- Trained the new recruits and other team members on the Freshsales product.

### • Marketing Intern

*(Indian Institute of Management, Lucknow)*

*( 05/06/17 - 01/07/17)*

- Selected for a remote 4 week Marketing Management Internship under Prof. Sameer Mathur (IIM LUCKNOW). Learned basics of Marketing management and analyzed Harvard Business School cases.

### • Tester (Intern)

*(Sobis Teksoft Private Limited, Bangalore)*

*( 05/06/15 - 19/06/15)*

- Tested the software developed by the company.

## TECHNICAL SKILLS

- **Languages:** HTML, CSS, C, C++, Python (Basics)
- **Operating Systems:** GNU/Linux, Windows, Android, Mac
- **Tools:** NLTK

## MANAGEMENT SKILLS

- Ability to analyse a given problem and provide a solution.
- Good planning skills.
- Ability to lead and motivate a team.
- Ability to act according to situation.
- Positive attitude towards a given problem.

## ACADEMIC DETAILS

Education	University	Institute	Year
Bachelor of Engineering (Computer Science and Engineering) (Not Graduated (In progress))	Anna University	St Joseph's Institute of Technology	2013-2017
Higher Secondary School	Tamil Nadu Board of Secondary Education	Sree Venkateshwarar Matriculation Higher Secondary School	2012-2013
High School	Central Board of Secondary Education	Chettinad Vidyashram	2010-2011

## PROJECTS

- **Summarization of Online Text Data using Natural Language Processing**  
( 02/02/17 - 28/03/17 )
  - The code summarizes given online text data using NLTK.

## VOLUNTEERING EXPERIENCE

- **Volunteer**  
( Headstart Community, Chennai )  
( 07/17 - PRESENT )
  - Responsible for the reach of community's events through Social Media.

## CO-CURRICULAR ACTIVITIES AND ACHIEVEMENTS

- Won numerous Business Plan events conducted during symposiums at reputed colleges.
- Coordinator of Business Plan Event for the Symposium of Computer Science Department.
- Achiever of the year 2014-2015.
- Former Member of SJIT Entrepreneur Development Cell.
- Former Member of SJIT GNU/Linux User's Group (GLUG).

## COURSES

- **The complete web developer in 2020 : Zero to Mastery**  
(In progress)  
(Udemy)
- **Presenting Technical Information through stories**  
(LinkedIn)
- **John Barrows Sales training**  
(John Barrows Sales Training)

## STRENGTHS

- Positive Attitude, Persistence, Hardworking, etc.