

## **Experience Summary**

- 3+ years of start-up experience in a FinTech SaaS based company
- 1.5 years of business development experience in the recruitment industry
- 4.5 years of executive search experience, hiring for the CxO level
- 3 years of experience in Contact Center industry including tech support and training

## **Employment History:**

### **Bill Cloud Pvt. Ltd.**

Bill Cloud is a platform that enables multi-channel collections and reconciliation for government, utilities and B2C organisations

*Director – September 2018 onwards*

*Chief of Customer Success – August 2017 to August 2018*

*Head – Sales & Marketing: Feb 2016 to August 2017*

- Played multiple roles at Bill Cloud
- Responsible for sales & marketing, service delivery, product development and customer success functions

### **Transearch India**

*Knowledge Manager: March 2015 to Jan 2016*

- Responsible for implementation of an Executive Search Management System
- Also, handling the corporate website re-design, development, deployment and maintenance
- Social Media marketing for Transearch India
- Also, playing the role of a technology evangelist

### **Asentech India Pvt. Ltd.**

*Manager – Sales & Marketing: July 2014 to Feb 2015*

- Responsible for sales and business development of Technology Solutions and support services

### **Probity Soft Pvt. Ltd.**

*AVP – Marketing & Sales: April 2013 to July 2014*

- Responsible for sales and business development of eGovernance products and solutions

**Sruja Interiors & Landscape Designers**

*Partner: April 2011 to April 2013*

- Responsible for execution of projects involving residential interiors

**Absolute HR International & Walterfield Executive Search**

*Manager – Business Development: December 2010 to April 2011*

- Was responsible for building the manufacturing vertical at Absolute HR
- Responsibilities included Business Development and Execution for Junior and Middle level assignments

**3P Consultants Pvt. Ltd.**

*Associate Consultant: March 2010 to October 2010*

- Responsible for recruitment at the senior and top management levels
- Responsible for management of internal database including training of staff, streamlining usage policies, usage reviews & audits & customisation.
- Was part of the annual & quarterly business strategy team with significant contributions in analysis of key business metrics like productivity and revenue synthesis

**Engage Infomedia India Pvt. Ltd.**

*Business Manager: October 2009 to February 2010*

- Business Planning including research, analysis & business plan documentation for a web-based start-up business in India
- Recruitment of internal team (technical / non-technical)
- Planning and supervising the creation of the website
- Planning and executing a newsletter and blog for the website
- Sales, marketing and promotional activities post successful launch

**Engage Experts India Pvt. Ltd.**

*Executive – Human Capital: February 2009 to September 2009*

- I was responsible for end-to-end recruitment of retired IAS officers for consulting assignments
- Assisted the management in formulating internal processes, development of web identities of the company, and layout of targets and internal reports

**3P Consultants Pvt. Ltd.***Sr. Research Associate: January 2008 to February 2009**Research Associate: November 2006 to January 2008*

- Client visit to understand requirements of the business & position requirement(s)
- Preparation of essential documents before starting the search e.g. Timeline, Job Description, Company Profile, etc
- Research target industry(ies) and identify target organizations
- Research target organizations to identify potential talent
- Perform primary telephonic interviews to assess suitability of identified candidates
- Maintain report of candidates identified / interviewed during the entire search process
- Prepare and send timely updates to clients
- Prepare final interview reports of candidates post a personal meeting / video conference
- Presentation of short listed candidates, co-ordination of final interviews, assist / consult in salary and other benefit negotiations

**Contact Center Industry Experience:**

Company	Job Role	Period
WNS Global Services	Executive; Process Training	Feb 2006 to Sept 2006
IBM Daksh	Executive; Process Training	May 2004 to Feb 2006
Sutherland Global	Agent Support Group	Nov 2003 to May 2004
Wipro Spectramind	Technical Support Associate	April 2003 to Nov 2003

**Education: BA – Economics (Completed in 2019)**