

## AMIT ARORA

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### Profile:

A young professional with more than 12+ years of experience in diversified fields like Product Development, Product Support, Software Implementation, Automation, Training, ERP, Operations, UAT, Client support, Asset Management, Access Control and CRM.

I have been instrumental in gathering requirement from clients discuss it with software development team, Installation of Software, Process Implementation, UAT, early delivery and continuous improvement based on user requirement.

### Education:

- MBA from Madurai University
- BCA from Madurai University
- 3 years Diploma in Electronics & Communication from S.B.T.E Haryana in 2005.

### Professional Experience:

1) Jan 2015 to present – Yatra.Com, Gurgaon

Manager – Product & Support

- i) Project - OMS (OFFICE MANAGEMENT SYSTEM) It is an ERP software which was initially developed to manage IT assets. Later on due its success and ability to cater all office management requirement of an organization given below modules were added.
  - a) Asset Management
  - b) Service Desk
  - c) Access Control
  - d) Mobile app for asset audit
  - e) My Space(Yatra Intranet)
  - f) Admin
  - g) HRMS

### Key Responsibilities:

- Liaise with product stakeholders and gather requirement to add new enhancements in the product and process. We get requirement on the need basis where we have to discuss the requirement, focus on early delivery, testing, live and move to the next requirement.
- Discuss the business requirement with software development team, create wireframes and further documentation.

#### Process Automation -

- Automation of Access Control, Asset Management, Human Resource by Integration with other application.
- Identifying automation and process improvement opportunities on an ongoing basis. Implementation of new processes within Organization.
  
- UAT: Testing new product functionalities or enhancements. Report issues to development team.
- Plan and schedule Product timelines and milestones using appropriate tools.
- Conduct training for the staff and create training document.
- Continuously provide PAN India support related to the product to the users, Identify and resolve bugs.
- Develop & update of handbook for online tool.
- Develop and deliver Dashboards, requirement documentation, presentations and MIS Reports.

#### ii) Project - ITGC and ISO Audit

##### Key Responsibilities:

- Coordinate with consultant and auditors and give them understanding about existing IT Process.
- Collect application data for the audit.
- Create and Collect evidences for ITGC audit.
- Manage Access Control.
- Improve the process based on feedback of auditors.
- Conduct PCI and IT awareness sessions for the teams.
- ITGC audit was passed for the first time in yatra.

#### iii) Project - Google for Work

##### Key Responsibilities:

- Provide support for Google for Work.
- Conduct Trainings on the product.
- Implement any new product or changes.
- Create Google Form, Google Website based on the requirement.

2) Sep 2008 to Dec 2014 – Travel guru (Yatra.Com), Gurgaon

Manager – Product & Support

Project – Eviivo PMS (Property MANAGEMENT SYSTEM) It is an ERP software through which hotels can manage their rates, inventory, CRM on real time basis on different online portals and offline channels.

### Key Responsibilities:

#### Product Support:

- Managing and mentoring product support/implementation team. Coordinate with support team for the delivery of product and services. Getting the product installed and arrange training for clients.
- Responsible for the delivery of support services for break/fix work. Receiving & understanding Customer's complaint. Follow up with team till the closer by focusing on timely resolution of issues and questions.
- Periodic monitoring of Service Desk Mailbox and Queues. This includes screening of incoming queries and assigning the tickets.
- Act as a SME from a product and process perspective.
- Provide pre-sale and post-sale support of company products.
  
- Training and Operations: Provide product and process training to the staff. Make them understand the features of product and need of the customer to ensure effective sales and customer service.
- Get the profile created for the clients, upload content, images, description and making it live on different online travel portals.
  
- Product Development: Doing UAT and functional testing of new version of product. Analyze the feedback and requirement of the users. Discuss research and competitive analysis of the product with product team to get new features added and how we can make our product more effective.
- MIS report submission to management.
- Identify and nominate team members for R&R.
- Manage attrition and ensure that attrition levels are within the agreed limits.
- Plan for professional growth of team members and yearly appraisal.

#### 3) May 2006 to Sept. 2008 - NIIT Limited, Gurgaon

Senior customer care Executive / Assistant Trainer and Assistant team leader in ILS (Individual Learning Solutions) department.

### Key Responsibilities:

- Responsible for taking training on process updates.
- Conducting product training sessions for refresher batches, which also include grooming of new Telecounselors and making them ready for taking up the assignment.
- Manage a team of telecounselors handling customers query and helping the telecounselors in solving critical queries.
- Monitoring calls for the new Telecounselors, giving feedback and coaching them to improve in required areas.
- Updating the APTC website (online payment) website. Handling online acceptance of fee payments and creating report of online transactions.
- Specialist in taking Inbound Calls and creating new teams of Inbound Telecounselors.
- Handling Web queries.
- Taking calls and pitching the courses and products offered by NIIT to the students of different profile and working professionals and making sure that the customer's issues are resolved in a single contact and are addressed efficiently.

Performance Highlights/Awards:

NIIT

1. Got highest Performance Grade A+ for two consecutive years.
2. Got Appreciation and one time Award for my performance on ILS Contact Centre Day.
3. Was selected Assistant Team Leader/Assistant Trainer.
4. Got Certificate of Excellence from Quality Team for ensuring delight on my calls and also winning the "Best Call of the week contest".
5. Have always achieved the business target consistently in terms of numbers, performance and customer satisfaction.

Yatra.com

1. Got one time award on successful completion of 5 years in yatra.
2. Got Best Manager award.
3. Got appreciation on getting the ITGC audit.

Computer Skills:

- 3 months certificate course from NIIT.
- Knowledge of MS Word, MS Excel, MS Power Point
- Basic networking, system troubleshooting and extensive Internet research.
- Google for Work.
- Knowledge of Balsamic - Wireframe tool and Bugzilla

Trainings Attended:

- Training on PCI – DSS
- ISO - 27001
- Advance Excel

Personal Details:

Date of Birth: 18-08-1984  
Gender: Male  
Marital Status: Married

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Declaration

I hereby declare that the statements made above are true to the best of my knowledge and belief.

(AMIT ARORA)