**Parul Mittal**

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**Career Summary**

A motivated professional who want to succeed in an environment of growth & excellence and earn a job which provide job satisfaction and self development to keep dynamism, visionary and competitive with the changing scenario of the world and help achieve personal as well as organizational goals. Exudes a consistent, confident attitude that regards all problems as opportunities to excel.

**Profile Summary**

* A competent professional with 6 years of experience in ensuring delivery of high quality service to support customers business needs and achieving continued high customer satisfaction from all operational users for services.
* Collaborate with product teams and wider org to manage quarterly / annual planning by coordinating key product asks, identifying opportunity and problems.
* Willingness to take responsibility and drive projects forward without close supervision
* Ability to hold each party responsible for their actions
* Demonstrated stakeholder management / relationship building skills
* Ability to run multiple projects simultaneously
* Resourceful at maintain business relationship with individual and corporate clients to achieve repeat/referral business along with the quality product and service norms.
* Skilled at ensuring overall SLA management in complaints and smooth functioning of multiple customer care touch points
* Engage client to gather software requirements /rules and ensure alignment with development teams
* Responsible for customer success outcomes including reduced customer churn, revenue expansion, opportunity identification, higher customer product adoption, customer satisfaction and overall customer health service

**Core Competencies**

* Product Operations
* Process Setup
* Customer Relationship Management(B2B/B2C)
* Training Delivery
* Key account management
* Client/Team handling
* Operations
* Product Management
* Data analytics
* Strategic planning
* Business Development
* Marketing and Brand management
* Sales and planning
* Team Management
* Customer Retention
* Supply chain management

**Employment History**

**SquadVoice – Product Operations Manager**

**Jan 20- Apr 20**

* Preparing product feature reports and manuals on a weekly, monthly and quarterly basis to inform strategy.
* Define success metrics for various product releases and track them on regular basis to improvise on quality data over quantitative data.
* Manage partnerships with third party vendors for smooth functioning of the product.
* Acceptance testing for all the released features before rolling out to customers.
* Interacting with all cross functional team in the organization like CS, Engineering, Operations, Product, Sales , Marketing etc.
* Identify key problem areas and/or geographies impacted by the product post-launch
* Anticipate bottlenecks, explore contingencies and provide escalation management.
* Identify the most effective communication channels and ways of working between your product group and the wider org.
* Maintain regular communications with key stakeholders across the org - be the ‘go to person’ in the relevant Product Group for the wider business.
* Identify where the product rollout process could be improved, and make sure those changes are carried out across product and engineering, the wider business and the end user.
* Collaborate with product teams and wider org to manage quarterly / annual planning by coordinating key product asks, identifying opportunity and problems.
* Utilizing cross functional data to correlate trends and identify strategic actions
* Writing user stories and prioritizing the feature requests received from Upvoty on pivotal tracker and assigning the relevant tasks according to sprint backlog.

**CutShort- Product Operations and CSM**

**June 19- Jan 20**

* Ensure functional stakeholders (legal, comms, finance etc) are aligned on key objectives for the product / project
* Manage the implementation by building rollout plans, establishing go-live criteria and defining roles and responsibilities for each stage and task of the rollout.
* Communicate project status and progress to the wider business and senior leaders.
* Account handling of clients by coordinating with dedicated account managers, solution engineers and service delivery teams to ensure the business growth, productivity and to achieve maximum customer satisfaction
* Responsible for improving customer experience, building the value added relationship with each and every customer, responsible and performed as SPOC for the existing customers to coordinate regarding the active services which involved billing , service upgrade/downgrade , renewals and retention and payment collection
* Providing overall assistance, Maintain Customer databases and worked as intermediate between customer and internal teams such as products, operations, order management and finance and account teams and mainly in collection and achieving the desired target
* Responsible for escalations and queries within TAT, maintain adherence to customer satisfaction as per company policy and manage service level agreements and stakeholders
* Defining and executing the process for managing all stages of customer lifecycle and establishing customer support practices
* Enabling customers to be a champion of the product. Also, ensuring that the client participates in different surveys (NPS, G2 Crowd etc.).
* Reduced the churn percentage by closely monitoring customers activity which further helped in successful renewals.
* Associated with big companies accounts like Amazon, Swiggy, Zomato etc to manage pre sales (on boarding) and post sales by coordination between sales channel and other stake holders such as solutions, commercials, legal, contract management, feasibility, product, order entry, billing and collections, teams across all the products and services offered.

**Taste Bunch- Cofounder and Product head**

**June 17- May 19**

* Work with the local markets and other teams functional teams outside of the tech org to help identify and understand key problems and opportunities
* Advise respective product team on the global feasibility of products being worked on Surface and advocate for key insights from the business to inform product improvement
* Manage pre-kickoff preparations, project kickoffs, project plans and project communications throughout the lifetime of the project so everyone is aware
* Managing team of RM, TL;s and quality analyst and review agents performance and productivity
* Recruit, mentor and develop customer service agents, nurture and environment where they can excel through encouragement and empowerment and develop training documents that support operations
* Follow up with RM, VM, CLs and TLs on all the defects and ensure proper response is received and an action plan is created.
* Conversion of inquiries to sales and responsible for escalations and queries within TAT
* Manage cost, quality and efficiency to achieve operations SLA and ensure the system and ops level guidelines strictly adhere to the respective facilities
* Taking decisions on matters relating to the day to day operation within the business
* Set targets and proactively manage and review the performance of teams
* Handling delivery team and taking care of delivery time
* Generate Revenue by coaching staff on effective prospecting and lead development

**Design Ghar Online Services- Operations Head**

**Jun15- May 17**

* Conduct periodic meetings with customers/vendors to discuss issues and related action items to ensure customer satisfaction and encourage continued long term relationship
* Responsible for monitoring the movement of orders from warehouse to customer location, identifying the process gaps and resolving it by working with operations and providing real information to customers
* Offering rich knowledge of managing the vendors/suppliers, executing the procurement tasks and monitoring inventory levels to ensure continuous availability of the required material
* Coordinated with the sales team to find opportunities for cross sell and up sell and employing a consultative approach to implement that.
* Planning month wise sales target with a customer centric approach.
* Defining and executing the process for managing all stages of customer lifecycle
* Handling content and documentation for user guides, best practises, case studies, newsletters etc.
* Establishing customer support practices and providing product support.
* Designing and executing customer on boarding framework
* Possess excellent coordination, relationship management and negotiation skills to help in maintain ongoing relationships with the customers and negotiating with the suppliers
* Had quarterly business reviews with the accounts to make way for the next steps of the product adoption and successfully implementing unique business cases.
* Manage relationships with key vendors pertaining to operations

**Teleperformance- Operations Associate**

**July 14 to May 15**

* Providing technical Support based on incident and change management.
* Monitoring and analyzing logs, Net flow, bandwidth.
* Deliver results and achieve KPI /SLA performance by focusing of effective cross functional team working
* Technical discussions with vendors

**Wipro- Customer Service Representative**

**July 13 to Dec 13**

* Worked for the UK client and provide technical assistance to the customers
* Maintained the quality score of 100% every month across the tenure
* Responsible for escalations and queries within TAT
* Maintain adherence to customer satisfaction as per company policy
* Handling customer queries through verbal and written communication

**Education**

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| --- | --- | --- | --- |
| Course | Institutions | Board | Percentage |
| Btech | VIT, Jaipur | RTU | 77.23% |
| 12th | St. Angela Sophia | CBSE | 81.20% |
| 10th | St. Angela Sophia | CBSE | 87.40% |

**SKILLS**

* **Computer Skills:** MS:- Word, Excel, Power Point, SQL, Javascript , Json, MIS, Data analysis, wire framing
* **Software Used:** Agile, Hubspot, Mixpanel, Jira, freshdesk, Google analytics, Airtable, Bifrost, Intercom, Slack, Mixpanel, Amplitude, Clickup, Upvoty, Sketch.io, Invision etc
* **Professional Skills:** Presentation, Problem solving soft skills, Administrative, Team management, Communications, leadership
* **Strength:** Determined, Punctual, Analytic, data driven
* **Languages:** English, Hindi,

**Personal Details**

* **Name** : Parul Mittal
* **Father’s Name** : Dr. Naresh Kumar Mittal
* **Mother’s Name** :Mrs. Sunita Mittal
* **Date of Birth** : 12 May 1991
* **Nationality** : Indian
* **Permanent address** : 117/477, Agarwal Farm, Mansarover, Jaipur (Raj.)
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* **Languages Known** : Hindi, English

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