**SUMMARY**

* A result oriented professional 10 years of experience in the IT sector.
* Extensive experience in Project Coordination, Support and Operations.
* Business Analysis, requirement gathering.
* Key Client Account Management (CAM)
* Quality Assurance with Metris and Reporting
* Implementation and delivery of the projects. Coordinating with the developers and clients
* Configuration Management like creating S/W Build, release and Deployment process.
* Managing and administrating Mantis,Redmine, JIRA
* Product Demonstrations and trainings to the clients.
* Client side meetings, Live support.
* Work related to operations, generating reports, statistical reports.
* Work related to Quality Assurance.
* Coordinating with the clients from over all 100+ countries.
* Exceptional communication, collaboration & team building skills with proficiency at grasping new concepts quickly and utilize the same in a productive manner.

**ADDRESS**

Flat No-102,SS Aditya Sri Rama Apartments

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**sunitha02feb83@gmail.com**

**pERSONAL DETAILS**

Marital Status -Married

Date of Birth – 1st Feb 1983

**WORK LIFE EXPERIENCE**

* Worked with **HMS Infotech Pvt. Limited**, Noida as Project Coordinator from August 2010 to March 2018 (7.8 years)
* Worked with **NetEdge Computing Solutions Pvt. Ltd**, Noida as Project Coordinator from August 2009 to September 2010 (1 year)
* Worked with **V-Angelz Technologies Pvt. Ltd**., Noida as Key Account Manager from May 2008 to August 2009 (1.2 year)

**ACHIEVEMENTS**

|  |  |
| --- | --- |
| * Best performer recognition for Genscape Oil Monitoring Project * Best employee recognition at Hotelogix |  |

**EDUCATION**

B.Tech Computer Science -2004, Madras University

MBA HRM- 2008, Pondicherry University

**CERTIFICATION**

|  |  |
| --- | --- |
| * Software Testing Tools * Lean Six Sigma Green Belt |  |

PROFESSIONAL EXPERIENCE

**Company: HMS Infotech Pvt. Ltd., NOIDA**

**Website:** [**www.hotelogix.com**](http://www.hotelogix.com)

**Product: HOTELOGIX – A cloud based Hotel Management Software with multiple integrated modules that include Frontdesk, Admin Console, Housekeeping,Point of Sale, Reporting, Accounting, Integrations with 3rd parties on GDS, Channel Manager, Xero, POS, etc. A complete solutions for hotels, resorts,etc..**

**Role: Project Coordinator-Products (7.8 years)**

**Skills and Responsibilities:**

**POST SALE**-Had been responsible from the post-sale of the Product. Supporting the sales team in Product Demos and queries.

**SUPPORT**- Handled the Live Chats external queries from the clients related to the product issues. Responding to the client queries and resolving the issues on time. Ensuring that the client queries are been resolved in the timely manner. Escalating critical issues to the team by creating tickets on REDMINE/ JIRA and following up on the tickets closure and follow up with the client.

**EMAIL MANAGEMENT**-Checking the emails which come to support and answering the client emails.

**PROJECT COORDINATION**-Managing Relationships with team and clients, Change Management with the product release, new feature request, project ticket tracking on JIRA, Creating checklists. Maintain a detailed understanding of the Deployment team’s tasks and activities – including status, release dates, issues/risks, member firm readiness and impact, and report adoption status to various stakeholders across multiple projects

Execute Deployment team’s agreed upon work plans related to delivery of change management materials. Accomplish multiple concurrent assignments, according to established Deployment team standards and templates. Identify/escalate risk/issue and define mitigation strategies in support of established quality and risk management processes. Deliver to project scope and requirements, using defined Solution Deployment team processes, templates, and guidance

**OPERATIONS**-Worked closely with the clients as a Key Client Account manager (CAM) and taking care of all the account management activities related to the product and end to end Client Relationship management. Meet regularly/as needed with project teams to ensure the Deployment Team’s involvement in project planning to stay abreast of current project scope and timelines.

**DOCUMENTATIONS/BUSINESS ANALYSIS**- Writing Release Notes on product development. Develop and deliver materials to support the successful adoption of global technology solutions for various audience types (non-technical business teams, technical teams, system administrators, system integrators, and member firm IT leadership) which include communication plans, SharePoint product sites, project tracking, readiness checklists, quick reference guides, FAQs, stakeholder analysis, and other change management materials in partnership with program stakeholders. Demonstrate measurable contribution to meeting customer commitments. Consult with cross-functional teams in creation of the Deployment team’s overall approach, strategy and plans. Preparing user manuals, FAQs and product documentations. End to End Coordination with the client starting from initialization to the closure. Manage multiple priorities and resolve conflicts. Quality Auditing for the daily chats and client communications. Providing scoring to all the chat agents on the chats taken on daily basis.

**TRAINING**-Providing coaching, mentoring and support, ensuring effective on-boarding and on-the-job training of new joinees. Counseling and performance management of reporters. Providing mentoring and support to team members-ensuring an environment conducive to performance improvement and growth. Knowledge management and development of all team members.

**CHATS and EMAILS QUALITY ANALYISIS**-Quality checking on the daily tickets and tasks of all the Key Account Manager and measuring the team performance. Preparing Chat audit reports for all the shift on daily basis and verifying the task lists of all the key account manager including the Night Shifts tickets. Maintaining and managing the reports on daily and monthly basis and submission of reports

Helping the Account department on account and billing related activities

Coordinating with the sales and support team and other departments

Team Handling, Performance rating for the team.

**SETUP AND INTEGRATIONS**-Strong Experience in Client Key Account management, Business Development, Client Servicing with an excellent communication skills. Hotelogix product is been used in over 150 countries. Actively and independently handling the clients who are using the Hotelogix Product in conceptualizing and implementation of the System setup, configurations and implementation.

Integrations include GDS integration, Siteminder integration, Hotel Runner, Channel manager Connect, Xero Integration, Quickbooks, Snapshot integration, Payment gateway integration, Facebooking engine integration, Web booking engine integration, Maximojo integration, etc.

**CONTENT MANAGEMENT**-Proven content development in preparing the training modules that’s helps in providing a complete product training to the clients through WebEx and Skype. Providing product Training for clients, end-to-end support on the product usage Develop and manage the tracking system of the tickets/bugs/feature over Redmine tracking tool and JIRA.

Managing group account activities. Installations and Integrations. Email Management which included most of the accounts of Hotelogix. Providing live support and email support Resolving client issues related to the product

**Company: NetEdge Computing Solutions Pvt. Ltd. , NOIDA**

**Website -** [**http://www.netedgecomputing.com**](http://www.netedgecomputing.com)

**Projects worked on:**

* **Genscape**: the originator of real time power supply information to support decision making of power marketers, regulators, utilities, distributors and other energy participators. Genscape does real time Oil flow monitoring on pipelines connected to Cushing storage.
* **Resource Datamine**: An automated recruitment solution
* **NetCMS**: Content Management System
* **Eshop**: An eCommerce application
* **NetEstate**: A Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP) application for real estate developers and builders
* **NetCampus**: Web based tool for evaluation and campus recruitment drive for an organization.
* **Other projects – ASTDMC /Virtual Mall / NetPeople.**

**Role: Joined as Operations Executive got promoted to Project Coordinator**

**Responsibilities:**

* Providing product demos to new customers, email management, live support. Coordinating the development team for the timely completion of the product features, Performing product build and deployment. Projects Time sheet management. Performing beta testing on the product new features. Quality Audit. Client side Meeting on requirement gathering and analysis. Key Point of contact with the client. Project Documentations and Content Management. Data analysis on Genscape Oil Monitoring Project

**Company: vAngelz Technologies Pvt. Ltd., NOIDA**

**Company Type: IT Company into Website Development**

**Role: Key Account Executive**

**Responsibilities:**

* Interacting with US and UK clients to get the requirement for the websites. Coordinating with the web designing team for the timely delivery of the project. Performing beta testing on the designed websites. Providing e-mail support and live support to the clients

**TOOLS-**JIRA, REDMINE, Pipedrive, Trello, Slack,LiveZilla,Kanban,Zohodesk, Freshdesk,

ZohoCRM,Camtesia,Lucid Chart,Livezilla,Kanbanery, Sharepoint, Screen capture tools SnagIT, Snapshot

SKILLS:

* Excellent verbal and written communication skills, good command over English
* Ability to translate technical concepts and business information into various forms of documentation for various audience types (non-technical business teams, technical teams, system administrators, and integrators)
* Strong proficiency in Microsoft Word, PowerPoint, Excel, SharePoint
* screen capture tools (e.g., SnagIT)
* web site design/layout (experience with SharePoint 2013 web page design preferred)

**DECLARATION**

I hereby declare that the above mentioned information about my personal and professional experiences is true to the best of my knowledge.

Date: Hyderabad Signature

Place: (Sunitha J)