



ACADEMIC PROFILE			
BE (IT)	Marathwada Mitra Mandal's College Of Engineering (SPPU)	69.10 %	2020
Class XII	Central Railway English Medium Senior Secondary School (CBSE)	66.80 %	2016
Class X	Central Railway English Medium Senior Secondary School (CBSE)	66.50 %	2014
SUMMER INTERNSHIP			
Solarwinds		2 Months	Apr'23 - Jun'23
Customer Success Manager Intern	<ul style="list-style-type: none"> <li>Managed and evaluated the health and satisfaction of customer accounts, swiftly identifying and mitigating potential risks.</li> <li>Tracked and reported on key customer success metrics, such as retention rates, product adoption, and revenue expansion.</li> <li>Analyzed and synthesized customer feedback to drive process enhancements and elevate overall customer satisfaction.</li> <li>Maintained an up-to-date database and efficiently assigned cases to team members on a daily basis, ensuring precise records and expeditious issue resolution.</li> </ul>		
WORK EXPERIENCE			
Skill-Lync		5 Months	Jan'22 - Jun'22
Associate - Pre Sales Consultant.	<ul style="list-style-type: none"> <li>Customized and developed new and unique business development strategies, set goals, and promoted the company's image.</li> <li>Developed a strong relationship with a growing client base which brought in more revenue and fueled the company's growth.</li> <li>Effectively guided domestic and international clients with technical product knowledge, while proactively identifying and acquiring new clients</li> <li>Negotiated with clients to convert them faster and coordinated with sales team and supported client visits.</li> <li>Captured the course capabilities to emphasize the company's Unique Selling Proposition.</li> </ul>		
INTERNSHIP			
Country Holidays Travel		1 Month	Sep'22 - Oct'22
HR intern	<ul style="list-style-type: none"> <li>Sourced applicants profiles using different job portals (Like- LinkedIn and Naukri.com) for the selection of interns.</li> <li>Organized interviews and handled the recruiting process for shortlisted candidates.</li> <li>Suggested employee involvement strategies to build a more inclusive and efficient system for the organization.</li> </ul>		
Youth Empowerment Foundation		1 Month	Sep'21 - Oct'21
Volunteering Intern	<ul style="list-style-type: none"> <li>Campaigned about the different projects NGO provides on different social media platforms.</li> <li>Prepared course materials for school teacher to help them in teaching students more effectively.</li> <li>Planned and executed fundraising strategies, bringing new funds for underprivileged children.</li> <li>Raised awareness about contribution and collected clothing and books as donations from the public for those in need.</li> </ul>		
KEY PROJECTS			
Marathwada Mitra Mandal's College of Engineering	<ul style="list-style-type: none"> <li>Developed a predictive system for question domain classification based on user-provided solved question papers.</li> <li>Developed a comprehensive system for question analysis, encompassing techniques such as sentence and word tokenization, lemmatization, and word similarity.</li> <li>Software testing was performed to assess the capabilities of the system, ensuring it achieves the desired results.</li> <li>Enhanced student feedback by presenting their performance data, including strengths and weaknesses, through graphical insights facilitating better preparation for future improvement.</li> </ul>		2019
POSITIONS OF RESPONSIBILITY			
Alumni Committee, Indian Institute of Management Amritsar	<ul style="list-style-type: none"> <li>Strategically organized 04 Chapter Meets across three cities, drawing 70+ alumni, and orchestrated interactive sessions and mentorship programs, impacting 300+ students.</li> <li>Cultivated institutional-alumni connection by efficiently managing the alumni portal and actively engaging with a network of nearly 1000+ alumni through social media initiatives.</li> <li>Enhanced alumni engagement through the creation of quarterly 'Halcyon' newsletter editions on the alumni portal, effectively reaching a wide alumni audience.</li> </ul>		2022
AWARDS & ACHIEVEMENTS			
Co-Curricular	<ul style="list-style-type: none"> <li>Actively Participated in District, State, and National camps organized by Scouts and Guides India.</li> <li>Automatic Question Tagging and Student Performance Predication Paper Publication</li> </ul>		2015 2020
Extra-Curricular	<ul style="list-style-type: none"> <li>Actively participated in various cultural Activities conducted by Indian Railway in Gorakhpur.</li> <li>Successfully Completed 10 out of 10 Adventure Bases during All India Railway Jamborette camp.</li> </ul>		2015 2014
ADDITIONAL INFORMATION			
Certifications	<ul style="list-style-type: none"> <li>Talking to customers</li> <li>The 10 Pillars of Customer Experience</li> </ul>		
Languages	<ul style="list-style-type: none"> <li>Hindi</li> <li>English</li> <li>Marathi</li> </ul>		
	<ul style="list-style-type: none"> <li>MS Excel</li> <li>Tableau</li> </ul>		

<b>Expertise</b>	<ul style="list-style-type: none"><li>• Power BI</li><li>• Salesforce</li><li>• Adaptable</li><li>• Problem Solving</li><li>• Time Management</li><li>• Leadership</li></ul>
<b>Social Work</b>	<ul style="list-style-type: none"><li>• Blood Donation</li></ul>
<b>Hobbies</b>	<ul style="list-style-type: none"><li>• Camping, Swimming, Skating</li></ul>

Date of Birth : 09/12/1998

shivani.g.mba08@iimamritsar.ac.in

9834641054