

Ravneet Kaur

E-mail ID: neetvirdi21@gmail.com | Mobile No: 9769097278

Linkedin: <https://in.linkedin.com/in/ravneetvirdi> | Location: Delhi NCR

Profile Summary

- Decisive, Innovative and Result-Oriented approach which has helped me deal proficiently in Project Management & its estimation activities, Strategy & Architecture Designing.
- Managed and implemented applications and Greenfield Projects; adept in planning & managing IT applications setup which includes assessment of hardware/ software requirements, negotiation of purchase & AMC with vendors, installation & configuration of end to end IT infrastructure.
- Extensive qualifications in all aspects of the project life cycle; including initial feasibility analysis, conceptual design, implementation, user training and enhancement.

Core Competencies

- Requirement gathering and acting as a bridge between vendor & business team
- Solution architect for projects within the given limitations of ecosystem
- Project Management and ensuring timely requirements delivered
- Documentation and RCA maintenance to ensure business continuity and quick resolutions in future
- Ensuring project scalability and optimum user experience

Professional Exposure (5 years 6 months)

1. **Navitus Software Pvt Ltd. – Business Development & Project Manager (IT)** (Oct 2019 – Feb 2020)
 - Handled diverse responsibilities including, vendor negotiation, strategizing plans, adding improved and new technology stack, managing the customer service technology stacks, operations and automation
 - Involvement in technical and non-technical calls with the vendors and business users
 - Cost and efforts negotiation with vendors for new changes or green field projects

Projects:

- **Business Process Management (BPM)** – Streamlining process workflows for better output efficiency for clients
 - **Customer Relationship Management (CRM)** – Customized bases client to client
 - **Voicebot & Voice Skills** – Kickstarted the company's division focused solely on voice based skills partnering with Amazon
 - **Idea Management System (IMS)** – Application for gathering employee feedback and ideation for business growth
 - **IT Call logging & Change Management System** – Customized application for client's internal tracking of issues and requests
 - **Website & Mobile Applications** – Created website and mobile apps for the company and its Voice division from scratch including designing, content and technicality
2. **TATA AIG General Insurance – Project Manager (IT)** (June 2017-December 2018)
 - **Customer Communication Management (CCM)**
 - Managing digital document output in a seamless and effective manner impacting business' top-line and bottom-line for communicating with customers
 - Managing volume independent search of documents since inception & retrieval management
 - **Chatbot**
 - Enabling self help features – Claim intimation & Registration, Sales, Policy Renewal
 - Maintaining real time response TAT and conversational strategy
 - Handling multi-application integration & consistency
-

- **BPM (Business Process Management)**
 - Digitalizing process workflow for better visibility of operational efficiencies & bottlenecks across all verticals and departments
 - Planning IT architectural design for integration of multiple channels – frontend & backend
 - Planning process flow which enables continuous change, escalation matrix & ownership
- **Contact Centre Technology**
 - Entire Genesys Contact Centre Set-Up for the company in both Mumbai & Hyderabad
 - Enabling centralized interaction management for over 300+ agents with seamless network and infrastructure for call distribution, routing & recording
 - Enabling enhanced Self Help features & Predictive Analytics
- **Refund Automation**
 - Digitalizing refund process via online channel
 - Enabling a standalone system to communicate with multiple payment gateways and system core to process refund

3. ICICI Prudential, Mumbai- IT Manager – Customer Communication Management (CCM)

(April 2016–June 2017)

- Enabling IT solutions for effective new business & service communication (digital, print, sms, email)
- Streamlining content and interactivity by embedding customer segmentation strategy
- Integrating business promotional campaigns with regular customer communication

4. Volvo Trucks, Bangalore (May 2015 - June 2015) Internship in Social Media Marketing & Branding

5. HCL Technologies, Noida (June 2012 – July 2014) as Senior Analyst: Oracle DBA for Deutsche Bank

6. Tally Solutions, Bangalore (Jun 2011 - Nov 2011) – Internship as Web Developer for project on LAMP

Educational Background

- **PGDM - Business Design (MBA) 2014-2016**
Welingkar Institute of Management Development & Research, Mumbai CGPA – 6/7
- **BTech (Hons.) Computer Science 2008-2012**
Lovely Professional University, Phagwara – CGPA 8.3/10
- **12th CBSE - MGN Public School, Jalandhar – 75.4%**
- **10th ICSE - St Joseph's Convent School, Jalandhar – 85.6%**

Projects Undertaken

- Worked on Project of **Internet of Things (IoT)** for Indian consumers for **GCL(Global Citizen Leadership)**.
- Working on a project of **Smart Healthcare** in India as part of an event called **DMagics**.
- **Empathy** Project on **Visually Impaired people** and understand consumer journey map.
- Created **Research Report on Indian Luxury Car Segment** – Understanding Consumer Buying Behavior.

Position of Responsibility & Achievements

- Elected **Dep. General Secretary** for my Business Design batch 2014-16
 - **Research Team Lead** for a Research Paper exclusively for **Global Peace Initiative (GPI) 2014**
 - Won **HCL Comnet Silver Jewel Award** twice in my organization HCL Technologies Ltd.
-