

Ramesh Shah

Client Manager | Certified ScrumMaster | Service and Client Management | Project Management | Digital Corporate Communication | Customer Relationship Management | Investor Relationship Management | Data Management | GDPR Operations and Security

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EXPERIENCE

May 2019 - present **Project Manager- Open Tools Patform (Technical)**

Investis Digital

Understanding **business competencies** and being **methodical, determined** and **enterprising** helps me be persistent in the euorts I put into the team, our products and services. Managing a team of Client Managers and educating them on technologies and techniques, I strive to **develop IR Experts** for our clients.

- While informing the team to **'keep-the-lights-on'** and taking proactive steps to encourage clients' interests, we get in touch with Sales and Account Managers to potential sale, renewal and also needful service, ensuring deliverables are prepared to satisfy the project requirements, cost and schedule.
- Provide guidance to the team based on **company vision and management direction**, I coordinate meetings with the product managers, project manager and functional management to discuss project impediments, needed resources or issues/delays in completing the tasks.
- Managed more than **215 accounts with 95% renewal rate**, along-with providing **24*7 on-call support**.
- **Accept calls** from current and potential clients, guiding them through their queries and company catalogs, understanding their needs and accordingly **assign dedicated project/client manager** in-turn delivering the right product and service.
- Working as a **workflow manager**. Assigning required team to manage the incoming requests from client maintaining the workflow looking the severity of the requests. Assure that the team addresses all relevant issues within the specifications and various standards.
- Provide **status reporting** of team activities against the program plan or schedule.
- Encouraging creativity, risk-taking, and constant improvement, **recognize and celebrate team and team member** accomplishments and exceptional performance.

Feb 2018 - Apr 2019 **Service Manager (Multi-regional | Technical)**

Investis Digital

Repeatedly recognized for top performance resulting in fast-track promotion and selection for high-priority initiatives. My new role consists of handling both **technical and functional aspects** on a more generic level widening the range of collaboration and responsibilities towards the organization.

- Manage CRM system and liaise with sales team to approach potential strategic clients. Educating them in identifying **new product opportunities, latest products overings and upgrades**.
- Working as a **single point of contact** for all the share trade and regulatory data related concern for **more than 2000 clients listed** on various global stock markets.
- Manage monthly shareholder and insider data updates for more than **45 strategic clients**.
- Liaising regularly with the India, UK, US and Nordic Service Managers and Leads, to ensure continuity of service in a **'follow-the-sun'** model via calls, meetings and emails.
- Working as a **technical guide** for sales to determine software requirements based upon product handovers, technological updates and enhancements.

- **Manage corporate data** for the organization and its client-base, which includes responsibilities like communicating with the data providers and stock exchanges for client's day-to-day concern, IPOs, M&As, Splits, and bespoke requirements, gathering information and passing onto the relevant stakeholders.
- Effectively handle multiple, simultaneous projects, problems, or tasks with critical deadlines and produce quality results.
- **Single-handedly managing** the multiple shifts and even weekends where I am **the only point of contact** for all the clients concerns.

Mar 2017 - **Client Manager**

Jan 2018 *Investis Digital*

- Functional in two roles simultaneously - **Client Manager** as well as **Project Manager**.
- Handling multiple small and large IT projects in-line with client service delights as a Project Manager. And have delivered them, with technical experiences that **reduced efforts by 20%, leading to high profitability**.
- Handling re-branding projects. Developed renewal and upgrade schedule for company software programs, actively involved in scheduling and being a part of employee software training programs that **increased efficiency by 30%**.
- Project management models and strategic knowledge including **Agile/Waterfall Project Management**.
- Client facing role involves **client communications and calls, website management, estimations and maintenance**. Assure the processing of service tickets from start to finish with the utmost sense of urgency, professionalism and quality.
- Ensuring the acknowledgment of client request within the SLA of 15 minutes and on-time deliveries of task with **100% first time right approach and quality ethos**.
- **Skillful working with CMS** platforms including but not limited to Sitecore, Drupal, Pan-Drupal, WordPress and Morningstar platforms.
- **Manage planned events** like preliminary results and releases and content maintenance for a portfolio of IR and Corporate website accounts.

Sep 2014 - **Technical Support Executive**

May 2011 *Vodafone UK*

- Proven working experience in web programming and a solid understanding of how web applications work including **security, session management, and best development practices**, I successfully served the organization as a web producer.
- I've worked with various **front-end as well as back-end technologies**, using which built corporate and regulatory tools, feeds and webpages integrated on CMS platform while maintaining quality standards and delivery time to meet client requirements.
- Planned, deployed and published multi-page websites. Incorporated graphics, tables and forms. Integrated search capability, calendar and much more web functionalities.
- The role included cross-department communications, discussions, and meeting with project managers, sales team, product managers, and at times with clients as well.
- Also, worked as team support in upgrading and maintaining the current project tools and websites. Building and testing **APIs/Feeds** for applications to exchange data.
- Developing **prototypes and wireframes** for designed web pages and tools. Writing **cross-browser compatibility** codes using XHTML, CSS, JavaScript.
- Converting non-accessible tools/pages/apps to accessible ones as per keyboard **accessibility standards**. And, aggressive problem diagnosis and creative problem solving skills.
- Served as an active team member and a **Lead Support** for some amazing clients for their corporate website projects which included Snap Inc, Kellogg's Inc, LionsGate Ent., HP Enterprise, WWE, Ford Motor, Redhat Inc, ATnT, The Walt Disney Company, Coca-cola Enterprise, Jet Airways, Hays, Randstad and more.

Jun 2011 - **Customer Support Executive**

Sep 2009 *Aegis Pvt. Ltd.*

- Served as CSE to support live customer with their technical as well as commercial queries.
- Perform **extensive research** to collect pertinent data and gather images related to the assigned articles.
- Wrote a range of web, mobile and print articles, reviews and communication SEO-rich briefings for e-magazines, snaps, newsletters and blogs on ancient cultures, social media, products and youth. Wrote e-tutorials for students as well.
- **Designed and developed** brochures, catalogs, newsletters and flyers. Developed **responsive email templates and newsletters**.
- Created multiple automated internal web-apps including **website crawler, web content translator** and more.

EDUCATION

Aug 2012 - **B.Tech**

May 2010 *U..Patel College of Engineering*

- Affiliated with Gujarat Technological University.
- Bachelors in Computer technology with first class.
- Including Project based on ASP.NET technology and an Android Application for the same.

SKILLS & CORE STRENGTH

- ◆ Project, Program and Product Management skills
- ◆ Quality and Data Management, Troubleshooting
- ◆ Corporate Finance (Digital), Investor Relations Management
- ◆ Account, Team, Change and Operations Management
- ◆ SDLC management and maintenance
- ◆ Client Delights and IT Service Management
- ◆ GDPR Security and Operations
- ◆ Microsoft Dynamics Management (CRM)
- ◆ Budget Planning and Estimate
- ◆ Strategic Leadership, Multi-lingual website/content
- ◆ Content Management, Audience Engagement
- ◆ Web Producing: HTML5/CSS3/JScript/JQuery
- ◆ Web Development: AngularJS/NodeJS/ReactJS/Grunt/Gulp
- ◆ Hands on PHP, ASP.NET/C#, Java, AJAX
- ◆ CMS: Sitecore, Drupal, PanDrupal, WordPress, Panda, Joomla
- ◆ Cloud Architectures: AWS Computing, Google APIs
- ◆ Source Code Management: Git, SVN, FTP
- ◆ Web/Graphic Design: Photoshop, Illustrator, XD, InVision
- ◆ Digital Marketing, SEO integration
- ◆ Content Development/Writing, Copywriting, Ghost Writing
- ◆ UI Designing and UX practices
- ◆ Social-media Strategy, Content Editing, Email marketing

AWARDS & ACHIEVEMENTS

- ◆ Aug 2018 Language test - IELTS (7 bands)
- ◆ Apr 2018 Awarded: The Front-runner H1 2018, Investis Digital
- ◆ Feb 2018 Certified ScrumMaster, Scrum Alliance
- ◆ Dec 2017 Certified in Digital Marketing, Google
- ◆ Dec 2017 Awarded: Best Contribution to Ambitions and Competitiveness 2017
- ◆ Aug 2013 Android Application Development, Samay Softwares
- ◆ Apr 2012 Certified Ethical Hacker, Ankit Fadia