

M.Sc. (Hons) + B.E(Mechanical) from BITS Pilani Hyderabad Campus				
Degree	Board	Institute	% / CGPA	Year
M.Sc. (Hons.)	BITS Pilani	BITS Pilani - Hyderabad Campus	7.81/10	2018
BE (Hons.) Mech				
Class XII	CBSE	Macro Vision Academy	84.90%	2013
Class X	CBSE	Macro Vision Academy	9.6/10	2011
Work Experience (4 years, 9 months)				
Business, Product, Marketing, Sales, Ops, Experience		Gaian Solutions Pvt. Ltd (March 23'- Present)		
Director, BU Head (The Platform Academy)	<ul style="list-style-type: none"> Established a Business vertical (0 to 1) and partnered with a client in the first month TPA (The Platform Academy) is an Academy as a service platform with a mission to “empower the next-gen tech platforms by building a vibrant community of users & professionals and providing quality education and training services to its users Launched SnapLogic Academy India as a part of TPA 			
Learning Experience, Operations, Product and Customer Success		upGrad Education Pvt. Ltd (June 2018-Nov 2022)		
Associate Director	<ul style="list-style-type: none"> Headed the complete Data-Tech Vertical along with Business and Growth Role. Team Strength of 70 members (1 senior manager, 4 managers and associates) Cost Head for all the department expenditure for all the programs with quarterly cost of INR 130 million. Managed PnL and Cost optimization for Working Professional Segment Contribution to the Referral and Repeat business by leading the customer success team Strategic planning and execution for new initiatives of growth and experience. Substituted alternative vendors with key focus on cost and quality across organization Led the “completion percentage uplift” project in upGrad which ensured, min 80% of the learners complete successfully. Single Point of Contact for the Tech Product team for reviewing and finalizing PRDs Led the Efficiency Optimization Project. Lowered the payroll cost by 20% and non-Payroll cost by 25% for dept. 			
Senior Manager	<ul style="list-style-type: none"> Headed the Data and Tech vertical at upGrad with ~28 programs, 130 Cohorts and more than 30000 learners. Cumulated NPS of all the programs lifted by 15% points and above benchmark of 60%. Customer Satisfaction of the programs maintained above 80%. Generated great outcome stories from the learners which further impacted the growth. Headed the Vendor and Stakeholder management for the Learning Experience team 			
Delivery Manager	<ul style="list-style-type: none"> Conceptualized and executed the “Specializations” initiative with Blended Learning Model Working closely across teams and freelancers for standardizing, reviewing and stabilizing live mode of learning and Query Resolution Infrastructure for Technology Programs. Understanding and enabling learners with Cloud Computing Lab across programs in Data and Tech Vertical Implemented Specializations in the Data portfolio of upGrad, leading the tech product and Learning Experience to ensure the outcomes are achieved by the learners along with the best learning experience. 			
As. Delivery Manager	<ul style="list-style-type: none"> Responsible for integrating the activities of the Academics, Student Success and Engineering teams to deliver a seamless and rich learning experience to students. Managed day-to-day operations of an online education program at scale – coordinating with the partner universities, executing grading of assignments/exams, managing relationships with industry experts for live sessions & mentorship, getting student queries resolved within an SLA, implementing changes based on student and industry feedback, etc. Conceptualized & executed a Career Track. Responsible for students’ job Interview preparation. 			
Content Strategist	<ul style="list-style-type: none"> Developed academic content for online programs in Software Development, for over 10,000 students. Developed learning modules for Backend Development, APIs for Software Development Program. 			
Internship(Software Developer, 6 months)		ReportGarden Technologies Pvt. Ltd		
Backend Developer	<ul style="list-style-type: none"> Developed APIs for the Helium Software of ReportGarden to generate analytics reports from the Integrations provided by Google Ads, Facebook Ads and Instagram Analytics 			2017
POSITIONS OF RESPONSIBILITY				
Organizing Team	<ul style="list-style-type: none"> Core Member of fest organizing body for Arena, National Sports Festival of BITS with footfall of 2500+ Managed overall budgeting & scheduling of 20+ events Handled PR for the fest across 20+ colleges 			2017
Personal Projects				
Gigs4Education	<ul style="list-style-type: none"> Started an EdTech initiative of my own. It is a service platform which have a total pool of 2000 teachers. These teachers are given to EdTech companies for teaching and freelancing requirements 			2022
EXTRA CURRICULAR ACHIEVEMENTS				
Social Impact	<ul style="list-style-type: none"> Ran a free Ambulance service for covid affected patients (Initiative sponsored by family and city leaders under Motilal & Manakchand foundation. Volunteered in the Covid Center for Food and Beverage Services during the second wave 			2021
Sports	<ul style="list-style-type: none"> BITS Volleyball Team 			2016