

RAJAT MALHOTRA

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PROFESSIONAL SUMMARY

Dedicated and self-motivated IT Project Manager / Customer Success Manager with 10+ years of experience delivering key leadership and direction in implementing automation processes, data management, and project administration. Proven record of collaborating with internal departments and cross-functional teams, leveraging technology to streamline operations and manage concurrent projects. Adept at leading teams to direct high-priority projects crucial to client success. Demonstrates strong analytical and problem-solving skills, making competent decisions based on historical data and forecasting. Capable of meeting deadlines and prioritizing assignments to best support organizational goals and objectives. Able to work remotely from a home office environment.

TECHNICAL PROFICIENCIES

Microsoft Office Suite | Active Directory | Microsoft Azure | Okta | Azure DevOps | JIRA | Agile/Waterfall Methodologies
Multi-Factor Authentication (DUO, RSA, SafeNet) | Adaxes | BMC Remedy | Bomgar | Nice/CMS/Avaya | Service Now | CRM Software

CORE COMPETENCIES

Project Management | Vendor Management | Data Analysis | Service Desk Management | Problem Solving | Task Management
Trilingual (English, Hindi, Punjabi) | Data Manipulation | Strategic Planning | Team Leadership | Staff Training
Service Delivery Management | Process Automation | Security, Identity & Access Management | Field Services Coordination | Six Sigma
| ITSM | ITIL

PROFESSIONAL HISTORY

Customer Success Manager - AI Ops | HCL Software - Cary, NC

November 2022 - Present

- Lead Customer Success function for EMEA region for SAAS,MTAAS & PAAS based tools generating \$17 million in revenue
- Achieve Customer Success by ensuring product is being leveraged properly and adding value to the organizational goals
- Reduce customer churn by identifying and resolving issues proactively, leading to repeatable and predictable business
- Improve Product: Gather feedback that is used to improve various products under DRYiCE umbrella
- Drive Business Growth: Identify cross sell opportunities and focus on referrals leading to new business opportunities
- Assist in operationalizing customer lifecycle & aid the customer/delivery teams in showcasing the value of the product
- Enhance Customer Experience: Ensure a better experience for customers, as their needs and issues are being anticipated and addressed proactively
- Collaborative Problem-Solving: Work with teams across various geographical locations in case of issues that involve product's functionality, implementation or support.
- Advocacy: Engage with customers to make them advocates for our company, providing positive reviews and word-of-mouth referrals

Project Manager - IT Operations | HCL America - Cary, NC 2022

July 2018 – October

- Spearhead projects that focus on process automation and service improvement, streamlining operations and improving service levels
- Saved the company \$200,000 in penalties by directing high-priority projects that achieved critical client SLAs
- Reduced average ticket cost by 15% by implementing automation tools to better delegate employee hours; reduced ticket count by 15% by employing a shift-left testing approach to a specific but common ticket type
- Oversee required changes and transitions, or when implementing new tools within the IT environment
- Serve as a dedicated Product Owner for the virtual assistant bot, utilizing artificial intelligence and machine learning to enhance virtual assistant accuracy while meeting client service agreements
- Collaborate with internal teams as a Service Improvement Manager if teams are failing to meet SLAs and to reduce operating costs to adhere to budgetary guidelines

Marketing Manager | Esthetica Spa & Salon Resources Pvt. Ltd - Manesar, India

September 2016 - March 2017

- Increased sales targets with current clients while expanding business with new clients by leading cross-functional teams to plan, build, and launch innovative marketing programs
- Developed communication and content strategies that built awareness and promoted the positive representation of the organization
- Maintain receivables through timely invoice processing and procedure code usage tracking through reporting systems
- Oversaw all product profiles, maintaining up-to-date information on inventory levels, item descriptions, and in-store displays to drive sales and profit goals
- Worked cross-functionally with internal departments by scheduling meetings, providing product support, maintaining internal policies, and facilitating communication across teams

Continued

Senior Customer Service Representative | American Express India - Gurgaon, India

October 2015 - September 2016

- Increased client satisfaction and retention by handling high volumes of inbound phone calls, responding to complaints, questions, and requests promptly while taking appropriate action to address and resolve service issues
- Provided one-call resolution for customer concerns using active listening skills and navigating between several computer applications to research answers and identify appropriate solutions to problems
- Utilized a variety of resources including search engines, websites, and internal resources to research customer requests, delivering meaningful, valuable solutions and customized recommendations and services

Specialist | HCL Comnet Ltd - Manesar, India

June 2012 - October 2014

- Served as shift lead of 12 technical support staff, providing support to Pearson Media's Publishing division
- Led onboarding initiatives by training and mentoring new and senior staff members, facilitating hands-on training to improve staff education and promote independence in duties
- Oversaw team productivity, leading operational directives to consistently meet client needs
- Prioritized and coordinated daily workload, returning out-going correspondence to ensure required turnaround time was met

Senior Technical Support Associate | Dell International Services - Mohali, Punjab

February 2010 - April 2012

- Troubleshoot and provided superior customer support to remote end-users regarding questions and/or issues related to hardware, software, and network connectivity within incident ticket SLA timelines and warranty terms
- Used analysis and sound judgment to provide personalized and relevant informational sessions
- Explained technical aspects in non-technical terms in order to increase customer knowledge and improve the end-user experience
- Engaged with end-users experiencing issues and walked them through the problem-solving process, asking pertinent and relevant questions to discover best solutions

EDUCATION

Major: Information Technology | Southern New Hampshire University (in process)

Major: Commerce | CSJM University - Kanpur, India

Intermediate College | Dr. Soney Lal Patel Public School - Kanpur, India

CERTIFICATIONS & AWARDS

ITIL 4 Foundation | Six Sigma Green Belt | India Book of Records holder - Vocal Reverse