Vineet Jaiswal

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vineet.jaiswal1065@gmail.com
Lucknow, India

To,
The Hiring Manager

Subject: Job Application.

Hi,

As a young and motivated individual, I am extremely interested in submitting an application for the relevant post in your organisation.

My name is Vineet Jaiswal, and here I present my resume as an Experienced Professional, in the field of Information and Technology domain. I am an engineering graduate, who completed his graduation from UPTU with a Bachelor of Technology degree (Electronics and Communication) in the year 2013. My aggregate percentage during the course was 66.16%.

I bring approximately six years of professional experience to the table. For the last four years, I have focused on SaaS-based products, where I have played a significant role in the implementation and support of ERP, CRM, and CLM solutions. Before this, I worked as a project coordinator, managing website and application development projects.

I understand the importance of team handling, project handling, and management complexity. As a customer success and implementation manager, I have managed SaaS product enablement, tool implementation for the new client, and enhancement for the existing clients. Gathering requirements as per the client's business model and documenting them with the help of managers, and assisting with product testing, UAT, and after Go-Live hyper support. During my experience, I have done the implementation process, handled client onboarding, and done the end-to-end implementation of the product. My strengths in customer-facing, implementation support, and project management roles make me a versatile professional with many career possibilities. Also doing market research for the continuous and rapid development of the company portfolio and my skills.

I would appreciate the opportunity to meet with you to discuss my application at an interview. I have enclosed a copy of my resume for your consideration. I can be contacted at all times on the details provided.

Thank you in advance for your time, Vineet Jaiswal

LinkedIn URL: **https://www.linkedin.com/in/vineet-jaiswal-b1722a161**

Short introduction video URL:
https://drive.google.com/file/d/1Lh1mQ4_FtJPzmQ6ktxocKWEDebZX9nli/view?usp=drive_link

Dynamic Implementation Analyst with extensive experience in **SAAS implementations**, specializing in **ERP**, **CRM**, and **CLM** systems. Skilled in **functional testing**, **documentation**, and **requirement gathering**, I have effectively facilitated **client demonstrations** and conducted **user acceptance testing** to enhance **user satisfaction**. With a strong grasp of **Agile** and **Scrum** methodologies, I have successfully managed **cross-functional teams**, supporting substantial improvements in **project delivery** and **operational efficiency**.

WORK EXPERIENCE

Business Analyst (1 year 4 Month - Full-Time)
GEP Solutions Pvt. Ltd., Mumbai 10/2022 – 02/2024

- *Responsible for SAAS implementation and testing of the GEP SMART CLM and Procurement tool (Tendering & Contract module).*
- *Involved in client demos and functional testing, for gathering requirements for the CLM implementation.*
- *Provide support and feedback to Account Managers & and internal users for implementation setup and configuration.*
- *Work cross-functionally with design, implementation, and business-facing teams within the organization.*
- *Testing on the sandbox environment for the changes/enhancement and user scenarios in the product, under the supervision of the account manager.*
- *Providing UAT support, and writing user stories.*

Implementation Analyst (6 Months - Full-Time)
Sirion Labs Pvt. Ltd., Gurgaon 12/2021 – 05/2022

- *Responsible for taking ownership of customer issues reported and seeing problems through to resolution.*
- *Customize the (Cloud-based SAAS Application) CLM system based on the client's needs and specifications by making necessary changes in the workflow.*
- *Provide accurate feedback for the resolution to Account Managers & and internal users as needed.*
- *Work cross-functionally within the organization to keep track of the ticket's SLA.*
- *Creating and implementing a basic account instance for the account managers.*
- *Working on the sandbox environment for the changes in the product getting it verified by account managers and replicating the same on the sandbox environment.*

Associate Project Manager (1 Year 3 Months - Full-Time [Hybrid])
Netzent Technologies Pvt. Ltd., Bangalore 06/2021 – 12/2021

- *Responsible for cloud-based SAAS Product end-to-end implementation of the CRM tool at the client end.*
- *Taking requirements from the client and creating SOW.*
- *Setting up the demo account and initiating the CRM implementation as per the client's requirement.*
- *Connecting with the client and stakeholders for the implemented module demo and UAT.*
- *Provide product training to the stakeholders and the person responsible for using it.*
- *Providing support to existing clients with the help of the support team by making necessary changes to the product.*

IT Executive (2 Years 3 Months - Full-Time)
Franciscan Solutions Pvt. Ltd., Noida 07/2018 – 10/2020

- *Enterprise Resource Planning ERP SAAS-based application Management on the client end.*
- *Working on the client's end for the smooth functioning of the ERP, Website, and other software.*
- *Understanding the client's requirements documenting it and delivering them to the development department.*
- *Implementing the ERP for day-to-day functionalities as per the client's requirement.*
- *Providing all kinds of technical support as per company norms.*

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TECHNICAL SKILLS

Requirement Gathering and Documentation
- Requirement Gathering
- Business Documentation
- Gap Analysis
- Use Case define and testing

Project Management and Implementation
- Implementation Support
- Product Implementation
- BRD, FRD
- CLM, CRM, ERP SAAS Product
- User Acceptance Testing
- Client Handling
- SLA and Escalation

Project Management tools and methods
- Agile, Scrum
- Wire framing, VIsio
- Jira, Asana, Clickup

CERTIFICATES

CCC
Certification authority: National Institute of Electronics and Information Technology (NIELIT)

Telecom Infrastructure
Certification authority: Spectrum Telesolution

Practical/Industrial Training
Certification authority: Prasar Bharati

Workshop Certification on VHDL
Certification authority: CETPA InfotechPvt. ltd.

Embedded System Design
Certification authority: Vedanta Education and training

INTERPERSONAL SKILLS

- Sincere And Smart Working.
- Result Oriented Problem Solving Approach.
- Work efficiently and effectively in team environment.
- Broad Vision.
- Good Communication Skills.

LANGUAGES

English ● ● ● ● ●
Hindi ● ● ● ● ●

COLLEGE PROJECT

Metro TrainPrototype
Worked on project "MetroTrain Prototype" using embedded C programming Language

DeviceControlledviaSMS with feedback using Microcontroller
Successfully completed the project on"Device Controlled via SMS with Feedback using Microcontroller"

INTERESTS

Creative Crafts
Making Friends
Net Surfing
Photography
Reading (Self-Help)