

# ARUN VIKRAM SINGH

CLIENT PARTNER, GLOBAL LEADERSHIP CADRE

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Pune

 [LinkedIn](#)

 [Product Portfolio](#)

## ABOUT ME

Customer-centric team player experienced in establishing effective cross-functional relationships. Successful completion of projects in internal & external client-facing roles across multiple industries and domains. Significant exposure to working directly with the CXO/top layer of the organisation. **Developed a digital product** which is being used by Tech Mahindra for program management. Looking for avenues to grow personally and professionally in the Product ecosystem.

## EDUCATION

### Upraised

CAP Fellowship Program  
Product Management  
Oct '22 - Feb '23

### Indian School of Business

PGP - Management  
Operations and Strategy  
2019 - 2020

### MIT, Manipal

BE  
Industrial and Production  
2010 - 2014

## KEY SKILLS

Business Strategy, Customer Service, Business Development, Data Analysis, User Experience, Growth, Roadmap, Customer Success, Marketing Initiatives, Demand planning, Innovation, Competitor Research, Product Management, Stakeholder Management, Market Research, Agile, Scrum, B2B, SAAS,

## EXPERIENCE



### Client Partner/ Program Owner, Global Leadership Cadre - Jun '20 to Present (Pune)

Responsible for managing global telecom client accounts. Generating and executing strategies for a global revenue growth program.

- **Built strong relationships** with CEO-1 & -2 stakeholders across the account to understand their needs & priorities. This resulted in the creation of a qualified **pipeline of USD 80M** in new business opportunities.
- **Managed** pre-sales, technology, and delivery teams to create proactive business cases and respond to RFPs. This resulted in the successful delivery of **38 high-profile responses** on time & within constraints.
- **Partnered** with a US based RDK developer to jointly solve a Customer premises equipment related business problem for the client developing a central smart home product. **Pipeline: USD 1.2 Mn**
- **Led the hyper-customisation** of marketing campaigns to increase awareness in client end users, resulting in a **USD 5M pipeline**.
- **Recommended and centrally managed** a global JGTM strategic initiative around 5G and IoT for enterprise customers, with a target pipeline creation of USD 500M in 36 months. To date, I have successfully created a **pipeline of USD 12M**.

### Program Management

- **Led a team of 15 members**, aligned stakeholders, created a roadmap, and increased the business of **top 60 CME accounts**.
- **Gathered data** from cross functional teams. **Performed analysis** on large data sets. Generated & delivered **actionable insights**.

### T-30 Monitor

- **Developed an internal digital product** to gather data, generate insights and automatically trigger actions.
- Identified, organized and setup **user management modules** to reduce cognitive overload for the internal stakeholders.
- **Created** a screener for collecting and displaying **segmentation data** of possible new clients based on revenue and IT spend.
- Added **CRM Integration** to the tool for live assessment of the pipeline and opportunities data.
- Identified the data collection and insights distribution channels and strategically deployed the **channel integration** in the tool.
- **Organised 200+ workshops** for whitespace analysis and deal pipeline conversion with the help of the developed tool.
- **Achieved the portfolio target** of USD 1.7 Bn in FY 21 & USD 1.9 Bn in FY 22. Introduced new competencies to **64% accounts**.
- Monthly review of accounts status with the CXOs and country heads, via the tool, for calls to action and support requirements.

### MNine Media Director - Mar '18 to Mar '19 (Noida)

#### LLP

Founded an SEO, SMO and ORM services company. Managed all aspects of the business, including operations, marketing, and sales.

- **Developed business** and provided online reputation management solutions to **3 companies** for-car detailing, grocery delivery and NGO. **Net revenue: INR 254000**
- **Conducted experiments** with the employees to understand user behaviour on their sites/ social media and rectified the flaws like incorrect placement of call to action buttons, poor metadata and keywords, etc. and rectified the same.
- **Developed and executed** a keyword research strategy that resulted in a **200% increase** in organic traffic for a client's website.
- **Increased conversion rate by 15%** on the client's landing page by testing different headline and call to action variations.



### Deputy Manager - Jun'14 to Feb '18 (Gurgaon)

Responsible for identifying improvement projects across the value chain. Planning and successfully executing the projects with CFTs.

- **Led** the plant Cross functional team of **12 members** to map the as-is scenario, and identify the bottlenecks and areas of improvement across all verticals of the manufacturing plant. Planned the project and executed it in 9 months.
- Savings: **Reduced 56 MP/Day**, vacated **5500 sqm area**, reduced daily movement by **1000+Km**, reduced **inventory by 58 %**
- Communicated the roadmap & strategy to 220 workers, ensuring alignment & support for the transition to new processes & layouts.
- **Designed** the Vehicle Transit Trucks to **increase capacity by 25%** while meeting the gov's new CMVR standards.
- **The design is Patented** and in Practice by Hero MotoCorp with Annual Cost Savings of **INR 102 Cr. / Annum**

## TOOLS

Retool, Miro, Notion, Figma, Whimsical, MSOffice, Google Suite, SQL, Uxpessia, Surveymonkey, Trello, etc.

## CERTIFICATIONS

AWS Partners: Essentials (Sales), Lean Six Sigma Green Belt, Managing Logistics, Data Science Bootcamp, Google Digital Unlocked