

Kuldeep Chauhan

☎: +91-8108 266 745

✉: Kuldeep777@gmail.com

A dynamic professional with a strong interest in: Account Management | Project Management | Service Delivery

SKILL	PROFILE SUMMARY
<ul style="list-style-type: none">• Project Management• Customer Success• Team Leadership• Account Management• Problem Solving• Adaptability• Multitasking• Collaboration• Teamwork• Resilience	<ul style="list-style-type: none">• Possess solid experience in Project Management with a focus on delivering strategic outcomes• Proven track record in driving Customer Success through proactive engagement and solution-oriented approaches• Well-acquainted with key responsibilities and expectations across client-facing roles• Strong analytical mindset, meticulous attention to detail, and a commitment to delivering superior customer experiences• Skilled in fostering relationships built on trust, transparency, and mutual understanding• Adept at resolving customer issues and concerns promptly and professionally• Experienced in managing a portfolio of client accounts while serving as the primary point of contact

ORGANISATIONAL EXPERIENCE

- **Senior Deployment Project Manager – NCR Voyix (Terafina Software Solutions) (Aug 2024 – Present)**
 - Demonstrated strong understanding of customer requirements and business processes
 - Built and nurtured strategic relationships with key stakeholders across projects
 - Successfully managed multiple complex projects, ensuring timely and quality outcomes
 - Collaborated with cross-functional teams to identify and implement process improvements
 - Proactively addressed customer concerns through coordinated team efforts
 - Ensured timely and accurate billing cycles, contributing to revenue integrity
 - Maintained data accuracy and ensured consistent system updates
 - Monitored and reported key performance indicators (KPIs) to drive performance visibility
 - Handled challenging situations with professionalism, empathy, and solution-oriented mindset
 - Conducted Root Cause Analysis (RCA) to minimize discrepancies and enhance operational efficiency
 - Applied strong attention to detail in data analysis for billing accuracy and revenue forecasting
- **Account Support Manager – NCR Corporation (Apr 2023 – Jul 2024)**
 - Championed a “Customer First” approach to drive satisfaction and loyalty
 - Led end-to-end account management with a focus on strategic engagement
 - Demonstrated strong understanding of customer requirements and business processes
 - Built and maintained trusted relationships with key stakeholders
 - Managed complex projects, ensuring timely delivery and successful outcomes
 - Partnered with cross-functional teams to identify and implement process improvements
 - Collaborated across departments to proactively resolve customer concerns
 - Ensured timely and accurate billing, contributing to financial accuracy
 - Maintained data integrity and ensured consistent system updates
 - Tracked and reported on key performance indicators (KPIs) to measure success
 - Navigated challenging situations with professionalism and empathy
 - Conducted Root Cause Analysis (RCA) to minimize discrepancies and improve service delivery
 - Maintained a consistently positive and solution-oriented attitude
 - Applied strong attention to detail in data analysis for billing accuracy and revenue forecasting

- *Account Support Analyst at NCR Corporation (July 2021 to Mar 2023)*
 - *Coordinating for requirement understanding & Process*
 - *Customer engagement • Ensuring Timely billing*
 - *Handling multiple customers / Projects*
 - *Inter and Intra Department Coordination*
 - *Intermittent review for success measure*
 - *Complete issue resolution (Escalation Handling)*
 - *End to end ownership of customer interaction*
 - *Provide RCA and minimize disparities*
 - *Data analysis for billing*

- *Installation Specialist at NCR Corporation (April 2018 to June 2021)*
 - *Stakeholder engagement for NAMER Projects*
 - *Liaising with customers for Requirement understanding*
 - *Inter and Intra Team Coordination*
 - *Periodic review for success measures*
 - *Escalation handling and resolution*
 - *Monitoring project for successful completions*
 - *Work distribution and Delegation*
 - *End to end ownership of projects*
 - *Preparing relevant activity and revenue reports Consumer Sensitive (Confidential)*

- *Installation Coordinator at NCR Corporation (May 2016 to Mar 2018)*
 - *Installation request processing through Oracle (ES)*
 - *Interacting with customers to understand requirement*
 - *Coordination with various internal team*
 - *Reviewing Quote and pricing with Sales team*
 - *Monitoring activity from start to end*

- *Head Resourcing and Campus Placement at ACE (Apr 2010 - Apr2015)*
 - *Corporate training as a business vertical.*
 - *Sourcing IT corporate trainers, who will train employees of our corporate clients.*
 - *Identifying clients with the training need in the space of soft skills and IT*
 - *Arranging tie-up for training center and trainer PAN INDIA*
 - *Campus Placement for Academy Member B-Schools*
 - *Monitoring complete process of campus placement from scheduling of interview.*

- *Resource Executive at Pragati Software Pvt Ltd. (Feb 08 – Apr 10)*
 - *Co-ordination of Soft Skills Training,*
 - *Co-ordination with Trainers and Vendors Independently*
 - *Sourcing and Co-ordination of Infrastructure Facilities PAN India.*

ACADEMIC DETAILS

- ✧ *MBA in Operations from Shangai University*
- ✧ *B.A. in Arts from Shobhit University*
- ✧ *H.S.C from Mumbai University*
- ✧ *S.S.C from Mumbai University*

CERTIFICATIONS

- ✧ *Project Management Professional (PMP)*
- ✧ *Prince 2 Agile Foundation*
- ✧ *Scrum Fundamental Certified (SFC)*
- ✧ *Six Sigma Yellow Belt (SSYB)*
- ✧ *ITIL V3*

PERSONAL DETAILS

Date of Birth: 23rd May 1985
Marital Status: Married
Languages Known: English, Hindi and Marathi
Current Address: Flat - 16, Bldg No 3, NL-5, Sector - 9, Nerul East, Navi Mumbai - 400706