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EXPERIENCE

L5.AI

Mar 2025 – Present

AI Delivery Consultant & Business Analyst

Hyderabad

- Pioneered **Zendesk** delivery practice, earning **25+ advanced certifications** (Basic, WFM, All Suites, AI and Advanced AI agents, Bots) with 20+ **Zendesk, ClickUp, Outreach.ai, Kore.ai, WorkDay, Hubspot certifications** and delivering as L5.AI's LinkedIn brand influencer.
- Delivered **23+ end-to-end clients** implementations (17 ClickUp, 6 Zendesk), leading all client requirements and build sessions; optimized operations by 30-40% through **multi-platform configurations, integrations** (Slack, Teams, Hub Spot, etc), and migrations across **varies sectors** eg. healthcare, manufacturing, SaaS, etc.
- Engineered comprehensive **HR/ITSM/IT solutions** for Zendesk Suites with **200+ knowledge articles**, reusable playbooks, frameworks and 150+ technical training resources and mentored teams; partnered on **SOWs and GTM strategies** for partnerships:-Zendesk,(now Outreach, Workday).
- Developed a robust repository of platform resources and a personal-use integrations **linking Zendesk and ClickUp with Teams and LLM**, HubSpot APIs to automate workflows and enhance internal efficiency, enabling consistent client delivery.

INTERNSHIPS

RYM Telecommunication Pvt Ltd

May 2022 – Aug 2022

IT Summer Intern

Delhi

- Automated data cleansing using **10+ AI prompts** and Excel, reducing documentation time by 30%.
- Supported web development and troubleshooting, improving operational efficiency by **20%**, inventory accuracy by **5%**, and customer satisfaction by **23%**.

Lemon Grass Studios

Jun 2021 – Oct 2021

Research and Client Relations Intern

Delhi

- Conducted market research and lead generation, securing a high-value database of **3,000–4,000 homeowners** and contributing to **10+ new project** acquisitions.
- Assisted in design execution by co-coordinating with 4 senior designers, refining **20+ project proposals**, and optimizing vendor negotiations even in **2 time zones**, reducing procurement cost by 3-7%

YUMMMO

Jan 2018

Co-Founder

Noida

- Co-Founded a startup delivering over 1,500+ healthy, customized snacking products.
- Organized **5+ pop-up stores**, showcasing participation in **10+ fest/showcasing** including exclusive participation at **Bennovate 3.0**, awarded a Rs.50,000 course **scholarship** from **Physics Wallah**.

EDUCATION

Bennett University

Bachelor of Technology (Computer Science Engineering)(SGPA)

9.67

Mother Mary's School

10th | 12th

Delhi

81% | 80%

PROJECTS

Multi Platform Client Implemntation

Zendesk (ES—WEM—AdvancedAI) | ClickUP —AI | HubSpot | Slack | Integrated APP

- Pioneered Zendesk practice from zero, mastering **15+ certifications**, reverse-engineering outdated materials to establish instance provisioning workflows enabling 23+ client deliveries across healthcare, manufacturing, and SaaS.
- Architected emergency founder demo within 24-hour deadline, configuring upgraded instances and analyzing competitive gaps for **Zendesk HR/ITSM** pitch; engineered 200+ knowledge articles, playbooks, and ITSM frameworks foundational to company SOW templates and go-to-market strategies.
- Executed strategic upselling breakthrough during ClickUp shadowing, identifying **dual-platform opportunities** securing leadership calls; developed resource repository and **API integrations (Teams, HubSpot, Slack)** optimizing workflows by 30-40% while standardizing multi-platform delivery methodologies.

Teacher Monitoring Tool

Next.js | Tailwind CSS | React | MySQL

- Engineered a role-based authentication system using **JWT**, ensuring secure access for students and teachers.
- Assembled a responsive user interface using **Next.js** and **Tailwind CSS**, enhancing the user experience for performance tracking.

Placement Prediction Tool

Python | Flask | Machine Learning

- Built a predictive model using **Random Forest** and **Linear Regression**, achieving **90%** accuracy.
- Preprocessed and analyzed **10,000+** student records using **Pandas** and **NumPy**, optimizing the pipeline for faster data handling.

TECH STACK & SKILLS

SAP | AI & ML: AI Agent Development| Prompt Engineering| Data Pre-processing| Back-end Integration| Data Migration| Natural Language Processing| Machine Learning (Scikit-learn, TensorFlow)| Invoicing workflows| ChatGPT/GenAI Implementation| Familiar with SAP BRIM modules (CI, SOM).

CRM & CX Platforms: Zendesk| ClickUp.ai| Kore.ai| Notion| Outreach.ai| Hubspot| Make.ai

Integration & Automation: N8N | Zapier| Microsoft Power Automate| REST/SOAP APIs| Webhooks| Custom Integrations| Workflow Automation| Power BI

Technical Stack: Python| SQL| Data Analysis (Pandas, NumPy)| AWS| OpenCV| JavaScript| HTML/CSS| JSON/XML| Database Management| Data Migration| System Integration| Git| Tableau| Figma| Canva| Microsoft Office Suite

Business Management: Tactical Communication| Dynamic Stakeholder Management| Cognitive & Adaptive Agility|Requirements Gathering| Process Mapping| Agile/Scrum| Documentation| Training Development

CERTIFICATIONS

NPTEL: Introduction to Industry 4.0 and Industrial Internet of Things | Social Networks

AWS: AWS Academy Cloud Foundations | AWS Cloud Practitioner

CyberSecurity: Certified Network Defender (CND) | Google Cybersecurity Professional

Others: Zendesk | ClickUp | Intellectual Property Specialization (University of Pennsylvania) | Neural Networks and Deep Learning | Google Project Management| DevOps, DataOps, and MLOps Basics | All Certifications

ACHIEVEMENTS

Academic Awards

- **Winner** of the Bennett University Intercollege Project Showcase **among 550+ projects**.
- Securing place **10+ cse, science** competitions, and 8+ MUNs.

Leadership Roles

- **Founding Vice President** of NSS at Bennett University, managing 500+ volunteers and 15+ events.
- Took up 10+ **Tech** and **Management** roles during 3 years of college in student council, sponsorship team, sports committee and over **10 clubs and chapters**.

Entrepreneurship

- Founded YUMMMO, securing over **1,500 orders** and multiple **corporate clients**.
- Featured in **Zee News** and **Economic Times** for entrepreneurial success.

COMMUNITY IMPACT

- Organized the **largest blood donation** drive at Bennett University by managing logistics for a **1,000+ attendee** camp successfully collecting over **780 units** of blood.
- Led **10+ community initiatives**, including distribution drives for sanitary pads, winter essentials, and food aid.