



Eswar Mahalingam

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SUMMARY

Resourceful Blue Team Operator and Data Science professional with practical experience in threat detection, vulnerability analysis, and AI-assisted security workflows. Skilled in Python, SQL, R, and cybersecurity tools such as Sigma and Metasploit. Proven ability to develop detection logic and translate research into actionable insights. Eager to leverage diverse technical skills and analytical expertise to contribute to innovative solutions and drive security excellence.

WORK EXPERIENCE

Blue Team Operator & Trainee, GraySentinel (Cyber Defense Lab), Ghaziabad

09/2026 – Present

- Rejoined GraySentinel as a Blue Team Operator & Trainee under the DSOU cybersecurity program, gaining practical exposure to threat research, vulnerability analysis, detection engineering, and AI-assisted security workflows.
- Conducting research on emerging CVEs and zero-day security threats.
- Developing detection logic and production-ready security rules.
- Utilizing cybersecurity and AI-assisted tools including shell-gpt, arsenal-ng, GEF, MetasploitMCP, and Sigma.
- Performing Blue Team analysis focused on identifying, investigating, and detecting potential security threats.
- Translating vulnerability research into actionable detection and defensive-security approaches.
- Building practical experience in threat detection, vulnerability research, security operations, and AI-assisted cybersecurity analysis.

Data Science & Analytics, Zidio Development, Ghaziabad

08/2026 – Present

- Supporting data collection, cleaning, preprocessing, and analysis of large datasets.
- Assisting in the development and validation of predictive models using statistical and machine-learning techniques.
- Creating data visualizations and dashboards to communicate actionable analytical insights.
- Employing Python, SQL, and R to support data-driven analysis and decision-making.
- Collaborating with business and technical stakeholders to identify key metrics and reporting requirements.
- Contributing to the documentation of methodologies, data pipelines, and project outcomes.
- Working under project guidance on practical Data Science and Analytics assignments.

UI / UX Design, Zidio Development, Ghaziabad

07/2026 – Present

- Assisted in designing user-friendly interfaces for websites and mobile applications.
- Crafted wireframes, user flows, prototypes, and screen layouts utilizing Figma.
- Conducted basic user research to understand user needs and pain points.

- Collaborated with developers and team members to enhance product usability.
- Designed responsive layouts for desktop, tablet, and mobile devices.
- Applied principles of typography, color theory, spacing, and visual hierarchy.
- Reviewed existing designs and proposed improvements to the user experience.
- Participated in design discussions, feedback sessions, and project meetings.
- Maintained consistency by adhering to design systems and brand guidelines.
- Tested prototypes and refined designs based on feedback and usability findings.
- Prepared icons, graphics, and other visual assets for development.
- Supported the team in translating business requirements into practical design solutions.

Artificial Intelligence Internship, Istudio, Ghaziabad

08/2026 – Present

- Acquired foundational knowledge of Artificial Intelligence and Machine Learning.
- Developed AI models utilizing Python and relevant libraries.
- Executed data preprocessing, model training, and evaluation tasks.
- Explored applications in Natural Language Processing (NLP), computer vision, and predictive analytics.
- Completed practical AI projects using real-world datasets.

Data Science Internship, Istudio, Ghaziabad

08/2026 – Present

- Collected, cleaned, transformed, and analyzed structured and unstructured data.
- Performed exploratory data analysis using Python, SQL, and Excel.
- Created visualizations and dashboards for business insights.
- Applied statistical and machine-learning techniques to datasets.
- Developed end-to-end data science projects and presented findings.

RCC Structure Design Internship, Istudio, Ghaziabad

08/2026 – Present

- Acquired foundational knowledge of reinforced cement concrete (RCC) structural design.
- Analyzed beams, slabs, columns, foundations, and structural loads.
- Utilized structural design software and interpreted engineering drawings.
- Applied relevant design codes and safety standards.
- Prepared structural calculations, models, and project documentation.

Software Testing Internship, Istudio, Ghaziabad

08/2026 – Present

- Understood the software testing life cycle and quality assurance processes.
- Created test cases, test scenarios, and test documentation.
- Performed functional, regression, integration, and usability testing.
- Identified, documented, and tracked software defects.
- Gained exposure to manual testing and automation testing tools.

Energy Conservation and Management Internship, Istudio, Ghaziabad

08/2026 – Present

- Studied energy conservation principles and energy management systems.
- Analyzed energy consumption patterns and identified efficiency improvement opportunities.
- Learned energy auditing techniques for industrial and commercial facilities.
- Evaluated renewable energy and sustainable energy practices.
- Prepared energy-saving recommendations, calculations, and project reports.

CPP and Data Structures Internship, Istudio, Ghaziabad

08/2026 – Present

- Developed programming proficiency using C++.
- Implemented data structures including arrays, linked lists, stacks, queues, trees, and graphs.
- Studied searching, sorting, recursion, and algorithmic techniques.
- Practiced problem-solving and optimized code performance.

- Completed programming assignments and data-structure-based projects.

Data Analytics Internship, Istudio, Ghaziabad

04/2026 – Present

- Collected, cleaned, validated, and organized datasets for analysis.
- Analyzed data using Excel, SQL, Python, or similar tools.
- Created dashboards and visual reports using Power BI or Tableau.
- Identified trends, patterns, and business insights from datasets.
- Presented data-driven recommendations to support decision-making.

International Business Internship, Istudio, Ghaziabad

04/2026 – Present

- Conducted research on international markets and business opportunities.
- Analyzed competitors, customers, and global market trends.
- Supported international sales and business development activities.
- Assisted in preparing market-entry and expansion strategies.
- Prepared business reports and presentations for international projects.

Machine Learning Internship, Istudio, Ghaziabad

04/2026 – Present

- Prepared and preprocessed datasets for machine-learning projects.
- Developed and tested basic machine-learning models using Python.
- Evaluated model accuracy and improved model performance.
- Worked with libraries such as Pandas, NumPy, and Scikit-learn.
- Documented experiments, findings, and model results.

Digital Marketing Internship, Istudio, Ghaziabad

04/2026 – Present

- Assisted in planning and executing digital marketing campaigns.
- Managed and created content for social media platforms.
- Conducted keyword, competitor, and market research.
- Tracked campaign performance using analytics and marketing metrics.
- Supported SEO, email marketing, lead generation, and paid campaigns.

Psychology Internship, Istudio, Ghaziabad

04/2026 – Present

- Assisted with psychology-related research and case-study activities.
- Conducted literature reviews and organized research findings.
- Supported surveys, assessments, and behavioral data collection.
- Prepared reports and presentations based on psychological concepts.
- Maintained confidentiality and followed ethical practices while handling information.

Excel Automation Internship, Istudio, Ghaziabad

04/2026 – Present

- Created and maintained advanced Excel worksheets and reports.
- Automated repetitive tasks using formulas, macros, or VBA.
- Cleaned, organized, and analyzed large datasets in Excel.
- Developed dashboards, pivot tables, and automated reporting systems.
- Improved existing Excel processes for efficiency and accuracy.

AWS Internship, Istudio, Ghaziabad

04/2026 – Present

- Assisted in deploying and managing cloud services using AWS.
- Worked with EC2, S3, IAM, Lambda, and related AWS tools.
- Supported cloud infrastructure monitoring and troubleshooting activities.
- Learned cloud security, access control, and data protection practices.

- Documented cloud configurations, processes, and project outcomes.

Finance Intern, Istudio, Ghaziabad

04/2026 – Present

- Assisted with financial analysis, budgeting, and forecasting activities.
- Prepared financial reports using Excel and other analytical tools.
- Analyzed revenue, expenses, profitability, and financial performance.
- Supported financial modeling and investment-related research.
- Maintained accurate financial records and presented key insights.

AutoCAD Internship, Istudio, Ghaziabad

04/2026 – Present

- Prepared technical drawings and designs using AutoCAD.
- Modified drawings according to project requirements and feedback.
- Assisted in developing 2D layouts and technical documentation.
- Maintained accuracy in dimensions, measurements, and specifications.
- Organized and maintained design files and project drawings.

Human Resources Intern, Istudio, Ghaziabad

04/2026 – Present

- Assisted with recruitment, candidate screening, and interview coordination.
- Maintained employee records and HR documentation.
- Supported onboarding and employee engagement activities.
- Assisted in preparing HR reports and performance-related data.
- Coordinated communication between employees and HR teams.

Graphic Design Intern, Istudio, Ghaziabad

04/2026 – Present

- Created visual designs for social media, marketing, and branding.
- Developed posters, banners, presentations, and promotional materials.
- Utilized design tools such as Canva, Photoshop, Illustrator, or Figma.
- Maintained consistency with brand guidelines and visual identity.
- Revised designs based on team and stakeholder feedback.

Video Editing Internship, Istudio, Ghaziabad

04/2026 – Present

- Edited raw video footage into professional final content.
- Incorporated transitions, graphics, captions, audio, and visual effects.
- Operated editing software such as Premiere Pro or similar platforms.
- Optimized videos for social media and digital platforms.
- Coordinated revisions based on feedback and project requirements.

Cyber Security Internship, Codec Technologies India, Ghaziabad

08/2026 – Present

- Studied cybersecurity fundamentals, network security, and common cyber threats.
- Understood vulnerability assessment and security-testing concepts.
- Explored ethical hacking, authentication, encryption, and access control mechanisms.
- Researched methods for identifying and mitigating security risks.
- Completed practical cybersecurity exercises and security-analysis projects.

Robotics & Automation Internship, Codec Technologies India, Ghaziabad

08/2026 – Present

- Acquired foundational knowledge of robotics, automation, sensors, and control systems.
- Worked with robotic components and automation technologies.
- Understood microcontrollers, actuators, and industrial automation concepts.
- Developed practical solutions involving robotic systems and automated processes.

- Completed hands-on projects integrating hardware, software, and automation.

Digital Electronics & VLSI Internship, Codec Technologies India, Ghaziabad

08/2026 – Present

- Studied digital electronics fundamentals, logic gates, and circuit design.
- Understood combinational and sequential digital circuits.
- Gained exposure to VLSI design concepts and semiconductor technologies.
- Worked with digital circuit simulation and hardware-design techniques.
- Completed practical assignments and projects related to digital and VLSI systems.

Electric Vehicle (EV) Internship, Codec Technologies India, Ghaziabad

08/2026 – Present

- Learned the fundamentals and architecture of electric vehicles.
- Understood EV batteries, motors, controllers, and charging technologies.
- Studied battery-management systems and energy-efficiency concepts.
- Explored EV powertrains and emerging electric-mobility technologies.
- Completed practical assignments and projects related to EV systems.

Growth Partner, Imagine.bo, Ghaziabad

08/2026 – Present

- Supported business growth by identifying potential clients and partnership opportunities.
- Managed prospects and opportunities through the Growth Partner pipeline.
- Worked on assigned projects and client-focused growth activities.
- Applied outreach, sales, marketing, and relationship-management strategies to generate opportunities.
- Tracked projects, clients, pipeline activity, performance, and earnings through the Growth Partner Portal.

AI Generalist, Outskill, Ghaziabad

07/2026 – Present

- Gained hands-on experience with modern AI tools, large language models (LLMs), and generative AI workflows.
- Built AI-powered solutions using prompt engineering, workflow automation, and no-code/low-code AI platforms.
- Applied AI to business functions including marketing, data analysis, customer support, research, and content generation.
- Worked on real-world AI projects involving problem-solving, productivity optimization, and process automation.
- Explored AI agents, retrieval-augmented generation (RAG), AI ethics, and responsible AI practices.
- Collaborated with peers on practical assignments while improving critical thinking and AI-assisted decision-making.
- Leveraged tools such as ChatGPT, Claude, Gemini, Perplexity, NotebookLM, Microsoft Copilot, and other emerging AI platforms.
- Developed skills in AI research, prompt optimization, documentation, and workflow design for business use cases.

UX Design Intern, GWEN, Ghaziabad

08/2026 – 09/2026

- Selected for GWEN's remote UX Design Internship, completing structured, real-world UX projects with mentorship and iterative feedback.
- Analyzed user needs, business requirements, and design constraints to develop user-centered solutions.
- Created user flows, wireframes, responsive interfaces, and interactive prototypes using Figma.
- Applied visual hierarchy, UX copywriting, usability principles, and design analysis.
- Practiced Auto Layout, components, variants, responsive design, and prototyping.
- Conducted user research and translated findings into actionable design decisions.
- Applied A/B testing principles to evaluate and improve design solutions.
- Presented design reasoning and iterated based on structured feedback.

- Worked through realistic product briefs involving changing requirements and constraints.

AI Trainer, micro1, Ghaziabad

08/2026 – 09/2026

- Worked as an AI Trainer at micro1, contributing to AI training and evaluation activities focused on improving the quality, accuracy, relevance, and consistency of AI-generated outputs.
- Evaluated AI-generated responses against defined guidelines and quality standards.
- Reviewed data and outputs for accuracy, relevance, consistency, and logical reasoning.
- Provided structured feedback to support AI model improvement.
- Applied analytical thinking and attention to detail across AI training tasks.
- Identified errors, inconsistencies, and opportunities to improve response quality.
- Followed project-specific instructions, quality standards, and evaluation criteria.
- Contributed to human-feedback-driven AI development and data quality processes.

Data Analyst, HEXA Solutions, Ghaziabad

06/2026 – 09/2026

- Analyzed and interpreted business data to support decision-making.
- Cleaned, validated, and transformed datasets for accurate reporting.
- Developed interactive dashboards using Power BI and Excel.
- Wrote SQL queries to extract and analyze data.
- Generated reports, identified trends, and provided actionable insights.
- Collaborated with cross-functional teams to improve business performance.

Independent Travel Manager, Dreamport, Remote, United States

04/2026 – 06/2026

- Drove end-to-end travel solutions by assisting global customers with personalized itinerary planning, flight bookings, and travel package optimization through advanced booking systems.
- Managed inbound travel requests for flight tickets, tour packages, accommodations, and travel services.
- Provided consultative sales support, helping customers choose the most cost-effective and convenient travel options.
- Built and maintained long-term client relationships, ensuring high satisfaction and repeat business.
- Utilized advanced booking engines & CRM systems to process reservations efficiently.
- Delivered 24/7 customer support with a focus on problem-solving, itinerary changes, and service excellence.
- Participated in continuous training programs covering airline systems, sales strategies, and customer communication.
- Applied sales, negotiation, and upselling techniques to maximize revenue and conversion rates.
- Handled customer queries with empathy, adaptability, and stress resilience in a fast-paced remote environment.

International Travel Advisor, Fora Travel, Remote, United States

04/2026 – 06/2026

- Self-employed · Remote
- Understood client preferences, budgets, and travel goals to design personalized itineraries and luxury travel experiences.
- Curated end-to-end travel plans including flights, hotels, cruises, transfers, and activities across global destinations.
- Managed bookings through partner networks and travel platforms while ensuring competitive pricing and seamless coordination.
- Delivered high-touch service, handling itinerary changes, and ensuring smooth travel experiences with 24/7 client support.
- Built long-term client relationships to drive repeat business, referrals, and customer loyalty.
- Collaborated with global hotel brands, airlines, and travel partners to secure the best deals and exclusive benefits.
- Applied consultative selling, upselling premium services, and maximizing booking value.

- Stayed updated on travel trends, destinations, and industry developments to provide expert recommendations.

Multi-Domain Internships, SkillDzire, Hyderabad

10/2025 – 04/2026

- Developed business ideas and validated market opportunities; created business plans and go-to-market strategies; learned financial planning and revenue models; worked on startup case studies and innovation frameworks.
- Acquired knowledge of the recruitment lifecycle (sourcing, screening, onboarding); supported employee engagement and performance processes; worked with HR analytics, payroll basics, and HR documentation systems.
- Performed structural analysis for RCC and steel structures; conducted load calculations and simulations; designed models using STAADPro; applied safety and optimization techniques.
- Created 2D/3D drawings using AutoCAD; worked on layout planning, floor designs, and drafting standards; applied dimensioning, layering, and technical drawing practices.
- Prepared Bills of Materials (BOMs) and project budgets; analyzed material requirements and cost control methods; supported project costing, tendering, and contract basics.
- Assisted in procurement, warehousing, and distribution analysis; worked on inventory management and demand forecasting; supported KPI tracking (On-Time In-Full (OTIF), lead time, order accuracy).
- Developed Building Information Modeling (BIM) models using Revit; worked on parametric modeling, MEP integration, and project visualization; applied energy analysis and design optimization techniques.
- Built skills in Python, SQL, and data analysis; performed data cleaning and visualization; applied ML algorithms and developed dashboards for business insights.

Closure Manager Supply/Auction, Spinny, Gurugram, India

06/2025 – 03/2026

- Finalized over 250+ successful deals through effective negotiation, objection handling, and seamless end-to-end closures.
- Engaged with customers to assess needs and deliver personalized solutions, resulting in an 18% increase in closure rate.
- Managed complete payment processing with 100% accuracy, ensuring error-free transaction records and refund reconciliation.
- Verified KYC, legal documents, and compliance protocols to maintain 100% adherence to regulatory and audit requirements.
- Coordinated with sellers, logistics, and internal teams to enable on-time order fulfillment, reducing cycle delays by 22%.
- Tracked and analyzed weekly closure metrics to identify bottlenecks, contributing to a 14% reduction in average closure time.
- Delivered exceptional customer experience with a 4.8/5 satisfaction score, boosting post-sale customer retention.
- Monitored inventory levels and collaborated with procurement teams to maintain stock availability, reducing stockouts by 30%.
- Sourced and negotiated with verified vendors to secure favorable pricing, timely delivery, and quality-compliant materials.
- Awarded "Top Closure Consultant – Q2" for achieving the highest closure volume with zero compliance errors.

Digital Marketing Internship, SkillDzire, Hyderabad, India

05/2025 – 06/2025

- Implemented targeted digital marketing strategies using Google Search Ads, Facebook Lead Ads, and WhatsApp Marketing, improving lead generation efficiency.
- Optimized on-page SEO elements (meta tags, internal linking, keyword mapping) to enhance search engine visibility and website ranking performance.
- Executed off-page SEO activities including backlinks, directory submissions, and content outreach to increase domain authority and organic reach.
- Improved overall website traffic and engagement by applying SEO best practices and continuous performance monitoring.

- Developed advanced expertise in WordPress website building, customizing themes and templates to enhance functionality and user experience.
- Utilized modern plugins and tools (Yoast SEO, Elementor, Rank Math, caching tools) to improve site speed, structure, and optimization.
- Conducted regular website audits to identify technical issues and implement corrective measures for improved site health.
- Created landing pages optimized for conversions, contributing to higher campaign response rates.
- Collaborated with content, design, and marketing teams to ensure cohesive execution of brand strategies across digital channels.
- Strengthened overall marketing performance by aligning SEO, paid ads, and website optimizations for consistent growth.

Business Development/ Marketing/Finance Intern, Brainwave Matrix Solutions, Noida, India

04/2025 – 06/2025

- Conducted comprehensive market research to evaluate industry trends, customer needs, and competitive positioning for new product launches.
- Developed strategic business development plans that supported product rollout, market entry, and revenue-growth opportunities.
- Analyzed customer segments and potential markets to identify high-value opportunities and optimize go-to-market strategy.
- Managed financial planning and budgeting activities to support project feasibility and resource allocation.
- Leveraged digital marketing skills to grow the company's LinkedIn page by 50 new followers and increase engagement with 50+ likes through targeted content.
- Designed and executed SEO and content strategies that further boosted visibility, adding 50 more followers and 100+ likes on LinkedIn.
- Created engaging posts, infographics, and updates to build awareness and attract a relevant audience.
- Implemented basic analytics tracking to monitor content performance and refine future marketing actions.
- Collaborated with cross-functional teams to align business development activities with marketing objectives.
- Strengthened brand presence and audience interaction through consistent, strategic digital communication.

Digital Marketing Executive, Tidalwave Solution Pvt Ltd, Bengaluru, India

04/2023 – 11/2023

- Conceptualized and executed 15+ multi-channel digital marketing campaigns, driving a 25% increase in qualified leads within six months.
- Developed data-driven marketing strategies aligned with business objectives, improving overall campaign ROI by 30%.
- Led content creation across blogs, social media, and email, resulting in a 40% engagement increase on Instagram and 35% on LinkedIn.
- Optimized website landing pages and on-page SEO, boosting organic traffic by 50% within just three months.
- Managed Google Ads and Meta PPC campaigns, reducing cost-per-lead (CPL) by 20% through A/B testing and targeted audience segmentation.
- Launched targeted email marketing workflows achieving a 22% open rate and 8% conversion rate on product inquiries.
- Handled daily social media operations, increasing followers by 45% in four months and improving brand sentiment monitoring.
- Analyzed weekly performance metrics using Google Analytics and created dashboards to support optimization decisions.
- Collaborated with design, sales, and tech teams to maintain message consistency and enhance cross-channel performance.
- Awarded "Digital Performer of the Month – March 2023" for delivering the most cost-efficient digital campaign of the quarter.

Internship Trainee, Digiperform, Noida, India

02/2023 – 04/2023

- Created engaging travel content (blogs, reels, posts) to boost brand visibility and audience engagement across digital platforms.
- Developed storytelling-based content strategies that increased viewer interaction and enhanced brand recall.
- Collaborated with travel influencers and micro-creators to expand reach and grow the subscriber community.
- Coordinated influencer partnerships end-to-end, from content briefing to publication and performance tracking.
- Designed visually appealing content assets to attract new audiences and retain loyal followers.
- Implemented social media tactics (hashtags, trending audio, niche targeting) to increase organic reach.
- Monitored engagement metrics to identify high-performing formats and optimize future content strategies.
- Executed growth initiatives that strengthened customer interaction and improved brand authenticity.
- Leveraged multiple digital channels (YouTube, Instagram, Facebook) to maximize visibility and conversions.
- Contributed to overall campaign success by aligning content themes with audience interests and travel trends.

Trainee, Digipform, Noida, India

09/2022 – 02/2023

- Optimized websites using on-page, off-page, and technical SEO best practices to improve search engine visibility and user experience.
- Conducted keyword research, competitor analysis, and SEO audits to identify ranking opportunities and performance gaps.
- Improved website structure, meta tags, internal linking, and page speed to enhance crawlability and engagement.
- Developed and executed a targeted content strategy aligned with SEO objectives, boosting organic traffic potential.
- Managed Google Ads campaigns (Search/Display), improving ad relevance and increasing overall brand visibility.
- Utilized paid advertising channels to drive high-intent traffic and support lead-generation goals.
- Integrated major social media platforms (Facebook, Instagram, LinkedIn) to strengthen brand presence and audience engagement.
- Created high-value lead magnets (eBooks, landing pages, forms) to attract and convert potential leads.
- Tracked and analyzed campaign performance using Google Analytics and other digital tools to optimize results.
- Strengthened overall digital marketing performance through coordinated SEO, SEM, and content marketing strategies.

Senior Customer Service Advisor, OLX Autos, Gurugram, India

12/2021 – 02/2022

- Delivered expert multi-channel support (phone, email, chat), consistently achieving 92%+ customer satisfaction (CSAT) across all customer touchpoints.
- Led a team of 8+ advisors, providing training, coaching, and performance guidance that increased team productivity by 35% within six months.
- Resolved 200+ escalated cases monthly with an 87% first-contact resolution rate, significantly reducing customer escalations and churn.
- Monitored and improved daily KPIs and SLAs through weekly performance reviews, resulting in a 25% improvement in average response time.
- Identified, designed, and implemented 3+ new service workflows, reducing ticket resolution time by 20% and improving operational efficiency.
- Maintained strong product and process expertise across OLX Autos platforms to ensure accurate, high-quality support.
- Analyzed customer feedback, uncovering recurring issues and presenting insights that led to 2 key product feature enhancements.

- Collaborated with sales, marketing, and technology teams to streamline communication and enhance overall customer experience delivery.
- Created Standard Operating Procedures (SOPs), knowledge-base articles, and quality guidelines to improve service consistency and advisor performance.
- Awarded "Service Excellence Champion – Q4 2022" for top-tier customer satisfaction results and outstanding team leadership.

Customer Service Manager, Countrywide Visas, Gurugram, India

11/2021 – 12/2021

- Counseled over 200+ clients on visa eligibility, documentation, and embassy procedures, contributing to an exceptional 98% visa success rate.
- Assisted clients in completing visa forms with precision, reducing application errors and rejections by 30%.
- Organized and verified client documents with 100% compliance to updated immigration and embassy guidelines.
- Submitted more than 180 visa applications across online and offline portals, ensuring 95%+ on-time submission.
- Monitored immigration policy updates and proactively informed clients, strengthening trust and client retention.
- Maintained timely communication throughout the application lifecycle, improving customer satisfaction by 20%.
- Tracked all cases through CRM systems and generated weekly status reports to enhance transparency and follow-up efficiency.
- Built strong client relationships that led to a 40% increase in referrals and recurring inquiries within six months.
- Resolved client queries and complex documentation issues, ensuring smooth processing for all application categories.
- Awarded "Star Visa Consultant – Q3 2023" for outstanding success rates and exceptional client service delivery.

Associate Portfolio Manager, Square Yards, Dubai, United Arab Emirates

09/2021 – 11/2021

- Acquired and managed a portfolio of 100+ high-net-worth clients, driving a 35% increase in quarterly sales revenue.
- Built and nurtured strong client relationships by aligning property offerings with investment objectives, achieving a 90%+ client retention rate.
- Generated new business by contacting 300+ potential leads monthly, converting 20% into active, qualified clients.
- Closed high-value residential and commercial real estate transactions worth ₹12 Cr+, maintaining an efficient 21-day average deal cycle.
- Developed customized investment strategies based on client risk profiles and market insights, delivering 25% ROI improvement for key investors.
- Conducted financial feasibility studies and market trend analysis to guide buyers toward profitable, low-risk opportunities.
- Mentored and trained a team of 5+ junior advisors, improving team productivity by 40% and strengthening sales performance consistency.
- Represented the company at major property expos and networking events, enhancing brand visibility and generating 150+ qualified leads.
- Negotiated complex deal terms with developers, clients, and brokers to maximize profitability and customer satisfaction.
- Honored as "Top Closer – H1 2023" for surpassing quarterly targets and delivering exceptional client service ratings.

Sales Analyst, Spinny, Gurugram, India

02/2021 – 05/2021

- Closed 300+ post-visit sales through proactive calling, price quoting, and negotiation, achieving an impressive 32% conversion rate.
- Applied active listening techniques to understand customer needs, driving a 25% increase in upselling opportunities.

- Recommended value-added services (extended warranty, insurance, accessories), boosting ancillary revenue by 15%.
- Managed end-to-end payment processing with 100% accuracy, ensuring smooth transactions, refunds, and documentation.
- Maintained comprehensive CRM-based sales reports, capturing customer conversations, pricing history, and follow-up actions.
- Achieved consistent customer satisfaction scores above 90%, ensuring a seamless and trust-based buying experience.
- Exceeded call-center KPIs for 6 consecutive months, including Average Handle Time (AHT), conversion rate, response quality, and CSAT metrics.
- Mastered Spinny's vehicle evaluation tools, pricing frameworks, and negotiation strategies to independently close high-value deals.
- Coordinated with inspection, pricing, and delivery teams to ensure accurate updates and timely fulfillment.
- Recognized as "Best Closer – Tamil Region, Q1 2023" for delivering top-tier performance across sales and service KPIs.

Sales Consultant, Paisabazaar, Gurugram, India

10/2019 – 06/2020

- Engaged with 500+ potential and existing clients monthly, assessing financial needs and achieving a strong 28% lead-to-conversion rate.
- Developed in-depth product knowledge in loans, credit cards, and financial tools to deliver precise and personalized recommendations.
- Closed high-volume financial product sales worth ₹1.5 Cr+, consistently surpassing monthly sales targets by 20%+.
- Negotiated product terms effectively, maximizing customer value and contributing to a 40% repeat-client interaction rate.
- Built and sustained long-term customer relationships, achieving a high 4.7/5 customer satisfaction score.
- Drove revenue growth by promoting bundled financial solutions, increasing average deal value by 18%.
- Maintained 100% accurate client records, documentation, and compliance reports within CRM systems.
- Ensured strict adherence to regulatory, operational, and ethical standards, resulting in zero non-compliance incidents.
- Monitored and analyzed sales performance metrics to refine sales strategies and improve month-on-month conversion quality.
- Received recognition as "Top Performer – Q4 2023" for outstanding sales achievement and customer service excellence.

Management Trainee, Globus Logisys Pvt.Ltd., Chennai, India

05/2017 – 12/2017

- Managed end-to-end financial documentation workflows ensuring 100% accuracy, compliance, and audit readiness across all records.
- Processed, verified, and secured cheque payments using robust controls, significantly reducing errors and payment delays.
- Monitored accounts receivable and payable to enhance cash-flow visibility and enable timely settlements with vendors and clients.
- Implemented structured planning and control measures that minimized outstanding dues and improved financial discipline.
- Collaborated with cross-functional teams to streamline payment cycles, resulting in faster reconciliation and reduced turnaround time.
- Maintained accurate financial logs and transaction histories, reducing data inconsistencies and strengthening reporting quality.
- Supported month-end and quarterly financial closure through precise documentation, verification, and record management.
- Identified and corrected documentation gaps, improving process efficiency and reducing compliance risks.

- Developed hands-on expertise in financial management tools, documentation systems, and control frameworks.
- Strengthened overall financial process integrity by ensuring transparency, traceability, and timely follow-ups.

EDUCATION

SRM University, Master of Business Administration - MBA, mba, GZB

06/2014 – 05/2016

Internshala Trainings, Postgraduate Degree, Logistics, Materials, and Supply Chain Management, GZB

05/2025 – 06/2025

Ramakrishna Mission Vivekananda College, B.Com, Banking, Corporate, Finance, and Securities Law, MAS

06/2010 – 04/2013

University of Madras, Chennai, Bachelor of Commerce - BCom, Banking, Corporate, Finance, and Securities Law, MAS

06/2010 – 04/2013

Timespro, Postgraduate Degree, Banking and Financial Support Services, MAS

04/2017 – 12/2017

SKILLS

- | | |
|-----------------------|----------------------------|
| • Cybersecurity | • Blue Team |
| • Threat Detection | • Vulnerability Assessment |
| • Security Operations | • Detection Engineering |
| • Sigma Rules | • CVE Research |
| • Incident Analysis | • Metasploit |
| • GEF | • AI-Assisted Security |
| • SOC Operations | • Figma |
| • UX Design | • UI Design |
| • User Research | • Wireframing |
| • Prototyping | • User Flows |
| • Visual Design | • A/B Testing |
| • UX Research | • Responsive Design |
| • Design Thinking | • Business Development |
| • Lead Generation | • Sales |
| • Client Acquisition | • Growth Marketing |
| • CRM | • Pipeline Management |
| • Market Research | • COMPOSURE |
| • Conflict Resolution | • Conflict Management |
| • Communication | • Relationship Management |

LANGUAGES

English
Full Professional



Tamil
Native or Bilingual



Hindi
Full Professional



Telugu
Professional Working



CERTIFICATES

Google Digital Marketing & E-commerce Specialization, Google

Content Marketing for Social Media

Introduction to Generative AI

Building an Integrated Online Marketing Plan

Creating a Communications Strategy