

# SHAH FAISAL NEHVI

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## SUMMARY

A result-oriented professional with experience in product management and analyzing processes to improve consumer satisfaction for unicorn organizations. Demonstrating a strong understanding of digital transformation & data has been instrumental in increasing customer retention & operational efficiency via developing multiple products and improving client engagement.

## WORK EXPERIENCE

### Infotelligent

USA (Remote)

*Sr. Key account Associate*

*Jan 2023 - present*

- Developed and executed sales strategies to drive revenue growth, and fostering strategic partnerships.
- Successfully established and nurtured relationships with C-level executives, including CXOs, VPs, and CEOs, resulting in new business opportunities and increased client engagement
- Conducted comprehensive primary and secondary research to identify new business opportunities, target markets, and competitive landscapes, informing sales strategies and driving business expansion.
- Utilized data-driven insights to optimize sales processes, including lead generation, prospecting, and sales conversion, resulting in improved sales performance and increased market share.
- Proactively identified and pursued meetings with C-level decision-makers to understand their business needs, present tailored solutions, and negotiate contracts, resulting in successful deal closures and revenue growth.

### Scaler Academy

Bangalore, India

*Sr. Associate*

*Mar 2022 – Jan 2023*

- Spearhead the documentation via conducting surveys & performing quantitative analysis to determine customer sentiment & purchasing trends; influence an increase in sales by 2.33%.
- Collaborated with internal & external stakeholders while developing strong client relationships; improved retention by 6.5%.
- Developed marketing collateral & strategies; increased client acquisition by 11% for Q2.
- Collaborated with Senior Managers to hit key business goals and define project roadmaps
- Worked with Senior Program Manager to define high-level program roadmap, including definition, critical milestones, budget and strategic goals
- Formulated project timing and risk mitigation plans to identify potential problems and adverse impacts before they had the chance to occur.

### Spark Studio

Bangalore, India

*Associate, Growth*

*Sep 2021 – Feb 2022*

- Collaborated with cross-functional teams & managed stakeholder communication from inception to implementation; improved operational efficiency by 35%.
- Influenced the customer lifetime value (CLV) & grew it by 32% via defining go-to-market (GTM) strategies.
- Conceptualized & executed a referral program for existing customers; led to 100+ new users annually.
- Reduced the monthly churn by 4% by identifying product features through a google analytics dashboard that correlated with customer attrition, leading to proactive interventions.
- Spearheaded a major pricing restructure by redirecting focus on consumer willingness to pay instead of product cost; implemented a three-tiered pricing model which increased average sale 35% and margin 12%.
- Managed redevelopment of CRM in use by employees, resulting in 20+ new features, reduction of 20% in save/load time and 15% operation time.

### Leverage Edu.

New Delhi, India

*Associate, Business Development*

*Feb 2021 – Aug 2021*

- Reduced the turnaround time (TAT) by 35% via developing excel macros to standardize reporting templates.
- Collaborated with stakeholders across 3 continents.
- Led the generation of 50+ candidates via cold calls & systematic cold email outreach.

## EDUCATION

### M.S. Ramaiah Institute of Technology

Bangalore, India

#### Bachelors in civil engineering

- Third prize for the National Science Congress at Indian Institute of Technology Varanasi in response to the theme of energy: explore, harness and conserve Top honors in the "interference of humans in machines" tech debate.
- Indian Concrete institute: the experience I gained as a student member exposed me to the attest technological advances in civil engineering, from 3D printing structures to using the latest equipment.

## SKILLS & CERTIFICATIONS

**Technology Tools:** JIRA, Confluence, Figma, MS Office (Excel, PowerPoint, Word, MS Visio, MS Project), Google Suite, SQL  
Agile Methodologies, Communication and Stakeholder Engagement and Project Management.