

# HARMANJIT SINGH DHILLON

I solve problems and help people overcome obstacles

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## SUMMARY

Functional Business Analyst with expertise in areas of Process Design, Requirement Gathering, Requirement Analysis, Stakeholder Management, Identifying Business needs and determining solutions to business problems.

## EXPERIENCE

### ServiceNow Functional Consultant

Infosys Ltd. 10/2020 - Ongoing Indore

- Produced 10+ Point of View presentations for different emerging industries to inform, engage and educate over 5,000 company employees
- Implemented cross-functional service management tool for global clients with processes for 1000+ stakeholders
- Analyzed, the existing "as-is" system, focused on best practices and recommended future state "to-be" set up
- Monitored and frequently reported on project status to clients and verified projects met client requirements and quality standards
- Conducted training/cross-functional training sessions for a team of 60 members, in understanding the solution
- Prepared presentation materials to develop and substantiate conclusions presented to clients
- Drafted project proposals and attended meetings with potential clients to foster business development

### Business Development Manager

SpaceJam CoWorking 03/2020 - 09/2020 Chandigarh

- Developed and implemented favorable pricing structures balancing firm objectives against customer targets
- Prepared client pitches to acquire new business thus generating new revenue streams
- Assessed product and market opportunities and provided strategic recommendations on new product launches and potential market gaps
- Identified key products, services and customers and used data to devise innovative sales and marketing plans enabling dramatic growth
- Negotiated and closed long-term agreements with new clients in assigned territory
- Assessed product and market opportunities and provided strategic recommendations on new product launches and potential market gaps

### Project Trainee(Summer Internship)

HDFC Bank 05/2019 - 07/2019 Punjab

- Conducted market size estimation, competitor benchmarking in the catchment area and devised strategies to increase market share which added two key clients
- Increased wallet share across segments through cross-selling and up-selling

### Business Associate

Citizen Marketing 06/2017 - 06/2018 Chandigarh

- Verified work aligned with service levels agreed and client requirements.
- Researched, analyzed and projected market data for potential markets
- Developed knowledge of company products and services to make suggestions according to customer needs
- Enhanced customer experience using all omnichannel offerings

### Associate Engineer

Kony, Inc 07/2016 - 07/2017 Hyderabad, IN

- Contributed in achieving 75% code coverage in SONAR report of Enterprise and Mobility Management which allowed a timely release
- Created automated test scripts for regression testing reducing the manual testing effort which led to a significant increase in productivity

## EDUCATION

### Master of Business Administration

UBS, Panjab University, Chandigarh

2018 - 2020

### Bachelor of Engineering

Chitkara University, Himachal Pradesh

2013 - 2017

## CERTIFICATIONS

Certificate in Business Analytics

Harvard Business School Online

Product Manager Nanodegree Program

Udacity

## SKILLS

ServiceNow Agile JavaScript

Management Project Management

ITIL Negotiation Leadership

Communication

## VOLUNTEERING

### Volunteer

Prerna Educational and Social Welfare Society

Actively involved in various activities related to teaching, event organising and fundraising.

## TESTIMONIALS

### Bipin Jethwani

*The one thing which differentiates Harman is that he's a self-starter and carries pretty high octane can-do attitude.*

-- Principal Architect @AT&T Entertainment Group

### Amitoz Pal Singh

*No matter how difficult the issue is, Harman is always calm and confident. As a team member, Harman earns my highest recommendation.*

-- Founder @SpaceJam Coworking