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Product Portfolio

# HARSHAL PATIL

SENIOR ANALYST (ACCOUNT MGMT.)

## SUMMARY

- An aspiring Product Manager with 3.5+yrs of experience in Account Management.
- Worked cross-functionally with almost all the departments, managing clients & expectations from the Publisher product at smallcase.
- Adept at delivering desired results by performing research and business analysis, ensuring quality standards.

## KEY SKILLS

Account Management  
Escalation Management  
Product Management  
Client Satisfaction  
Cross-functional teamwork  
Stakeholder Management  
Managing Client Relationships  
Problem-solving skills  
Tools- Miro, Whimsical, Excel, Mixpanel

## Certifications

- Product Management from Udemy
- Product Analytics Micro-Analysis Certification - Mixpanel from the Product School

## Achievements

- Won the Best Business Idea for Start-up in "INNOVENT" Start-up competition organized by Kushagra-the Entrepreneurship cell of IMT Nagpur

## EDUCATION

Post Graduate Diploma in Management Jul '17- Mar '19

Institute of Management Technology | Nagpur

- Major in Marketing & Minors in Finance
- Won the Best Business Idea for Start-up in "INNOVENT" Start-up competition

## PROFESSIONAL EXPERIENCE

CAP Fellowship Program (Product Management) Present

Upraised

- Joined Career Accelerator Program for **Product Management** a program to make professionals job ready in Product domain
- Prepared a PRD for **CRED to Increase Monthly Transacting users by 20%** - [Link](#)
- Preparing a PRD for Udemty to **Increase the course completion rate** of the users by **15%**

Senior Analyst (Account Management) Feb '23- Present

Deloitte | Bengaluru

- Enable end-to-end project management including **stakeholder communication, pipeline management, project prioritization and project delivery**
- **Assist** in the development and maintenance of account marketing assets, proposal assets, and onboarding assets
- **Understand, track and report operational needs** of the account

Account Manager Sep '20- Jan '23

smallcase | Bengaluru

- Ensure timely and **successful delivery** of solutions according to customer needs, objectives and be customer's internal voice
- Directly responsible for getting the revenue of **14.5 Million** from our Manager partners
- **On-boarded** more than **60+** new accounts & **Managing** over **50+** accounts
- Collaborate with cross-function internal teams to enable **customer success & growth**
- Enable client relationships, **exceed** client **expectations** & customer **retention**

Account Manager Mar '19- Jun '20

happay | Mumbai

- Overseeing client account management, including negotiating contracts and agreements. Building and maintaining, long-lasting **customer relationships**
- **Managed** over **30+** accounts & On-boarded 15+ new clients
- Develop client relationships, **exceed** client **expectations** & customer **retention**