Vipin Rani

M.Tech in Computer Science & Engineering

To be associated with a dynamic and progressive organization that will allow me to utilize my abilities and qualifications in the field to add value to the organization while providing me with opportunities for growth.

Contact Information:

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Location: Ghaziabad India

EXPERIENCE

Business Development & Operation's Manager | Innoprudent Technologies and Solutions LLP| May 2025 - Present

- Identify potential clients, new markets, and business opportunities through market research and networking. Generate leads through various channels including digital platforms and partnerships.
- Prepare customized proposals, quotations, and tenders for prospective clients.
- Coordinate with technical and finance teams to create competitive bids.
- Build and maintain strong relationships with clients, consultants, and channel partners.
- Ensure regular follow-up, client satisfaction, and long-term engagement.
- Define sales targets and develop strategic plans to achieve them.
- Monitor performance, market trends, and competitor analysis.
- Oversee end-to-end project execution from procurement to commissioning.
- Streamline operational processes to improve efficiency, reduce costs, and ensure quality delivery.
- Coordinate with vendors and suppliers for timely material procurement.
- Manage workforce planning and site execution schedules.
- Prepare and present weekly/monthly reports on sales pipeline, project progress, budgets, and KPIs.
- Ensure proper documentation of contracts, payments, and statutory compliances.

Relationship Manager | Credit Help India | Faridabad | Mar 2024 - April 2025

- Handle customer queries on call and enroll customers in company services.
- According to client requirements, arrange to support the system.
- Generate leads and promote company services through calls across India.
- Manage customer data using CRM systems and maintain daily work details on Google Sheets.
- Develop and execute the organization's CRM strategy to improve customer acquisition, retention, and engagement.
- Align CRM initiatives with marketing, sales, and customer service goals.
- Ensure data accuracy, hygiene, and consistency across all channels.
- Analyze customer data to identify behavior trends, buying patterns, and areas for improvement.
- Generate dashboards and performance reports for leadership.

- Design and monitor customer journeys and touch points.
- Implement loyalty programs, feedback systems, or follow-up processes to increase satisfaction.
- Manage access controls and maintain secure customer information storage.

ERP System Support cum Counselor | Geeta Engineering College | Panipat | May 2021 - Aug 2022

- Troubleshoot and resolve ERP system issues (user access, data entry errors, report failures)
- Provide first-level support and escalate complex issues to technical teams or vendors.
- Assist users with navigating ERP modules (finance, HR, inventory, etc.)
- Conduct basic training sessions or create user guides/manuals.
- Monitor system performance and availability.
- Verify and maintain accurate data across modules.
- Manage user roles, credentials, and security settings within the ERP.
- Help students choose courses and plan their academic pathways.
- Assist students in setting educational and career goals.
- Develop academic improvement or study plans.
- Maintain accurate student records and documentation.
- Collaborate with faculty and administrative staff to support students.
- Help students explore academic majors and career options.

Branch Sales Associate | SBI Life Insurance | JIND | OCT 2013 - Aug 2017

- Assisted in setting up and operating equipment for internal and external meetings.
- Handled underwriting of new proposals, including scanning, and submitting documentation to the head office for processing.
- Performed cashiering tasks related to policy renewals and initiated service requests via the company portal.
- Provided sales and customer support for policy renewals, resolved customer queries, and facilitated new case approvals.
- Coordinated with IT support to resolve technical issues as needed.
- Managed incoming calls and emails, ensuring timely responses and proper routing.
- Welcomed and assisted visitors and clients, maintaining a professional front desk presence.
- Prepared reports, memos, and business correspondence as required.
- Oversaw incoming and outgoing mail, courier, and shipping logistics.
- Maintained and organized both physical and digital filing systems and office records.
- Tracked office expenses, compiled reports, and supported budget monitoring.
- Processed vendor invoices and managed purchase order workflows.

Database Developer Intern | DG Parronet (New Delhi) | Jun 2011 - Jul 2011

- Worked on the 'Customer Complaint Tracking System' project using ASP DotNet and MySQL Server 2008.
- Developed skills in web development and database management.

EDUCATION

- M.Tech in Computer Science & Engineering | DCRUST | 6.47 Grade | 2021
- B.Tech in Computer Science & Engineering | Kurukshetra University | 74.3% | 2012
- 12th | Maharaja Aggarsain Girls Sr. Sec. School (HBSE) | 74% | 2008
- 10th | Nav Saraswati High School (HBSE) | 75% | 2006

ACADEMIC PROJECTS

- Customer Complaint Tracking System: Built a website for customers who are registered on our site and it provides a customer ID for users, so they can log in and submit their complaints and resolve them through problem solvers. – ASP DotNet (front-end), SQL Server 2008.
- JIET Web Search: A general information website about the college campus. It also includes important downloads for students' use. – ASP, DotNet, SQL Server 2008.
- Airline Reservation System: A web application for various airline giants, for airline ticket reservations, updates, seat availability (reserved/canceled). – C#, DotNet, SQL Server 2000.

Computer Familiarity

- Languages: C, C++, Windows Forms Programming with C#, ASP, DotNet, HTML, GNS3, VM.
- DBMS: SQL Server 2000, SQL Server 2008.
- Others: Windows, MS-Office.

Strengths

- Honest to work.
- Passionate to learn new things.
- Positive attitude.

PERSONAL DETAILS

- Husband's Name: Sh. Ankit Sharma
- Date of Birth: 15-02-1990
- Gender: Female
- Marital Status: Married
- Languages Known: Hindi, English, and Punjabi
- Permanent Address: H.No. 188, Ward No. 2, Near Post Office, Noorwala, Panipat (HR.) 132103
- Current Address: A-43, Street No. 13, Sarvodaya Nagar, Ghaziabad(UP.) -201009