

AMRITA MUDULI



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Professional Experience

- 09/2021 –01/2024** **Project Manager - Global Business Operations**
Awin AG, Axel Springer Group, Berlin, Germany
- voice of customer' program ownership
 - CRM Solution implementation
 - process optimization to reduce cost
 - minimum-viable-product launch and global-rollout
 - business as usual- requirement gathering, prioritization and agile delivery
 - cross-functional team collaboration, team contribution
- 01/2021 - 08/2021** **Sales Operations Manager**
Qualifyze Gmbh, Frankfurt Am Main, Germany
- CRM ecosystem realization through tools and processes
 - internal process efficiency improvements
 - external service provider collaboration, stakeholder management
 - revenue forecasting, pipeline analysis, market research for sales strategy
- 12/2019 - 05/2020** **Strategy and Business Operations (MBA-Internship)**
Prosiebensat1 Media SE, Germany
- global sales segment- growth identification, workflow streamline
- 10/2018 - 03/2019** **Supplier Relationship Management (MBA-Internship)**
BuyIn Gmbh, Deutsche Telekom AG, Germany
- Supplier portfolio mapping, spend analysis, etc. in supporting 5G roll-out
- 04/2011 - 01/2016** **Project Manager: Operations**
Vedanta Resources Plc, India
- technical and service level team supervision for production excellence
 - process improvement through lean and six sigma methodologies
 - OEMs, Suppliers, 3rd parties and internal stakeholders collaboration
 - best practices implementation, training to contract workers
 - predictive/ preventive model design for cost effectiveness
 - incident management using failure mode, root cause, etc.

Education

- 09/2017 - 01/2020** **Master's in business administration, (MBA)**
HHL Leipzig Graduate School of Management, Germany, GPA-1.9
- 08/2006 - 04/2010** **Bachelor's in technology- Electrical Engineering**
Biju Patnaik University of Technology, India, GPA-1.5

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Skill Set

Core Skill	●Project/ Product Management	● Business Analysis	● Operational Excellence	
	● Stakeholder Management	●Strategic Planning	● Problem Solving	
Digital Skill	● Business Process Modelling	● CRM/BI/SAP	●Office365	●Analytics
Training/Cert.	● Agile Scrum Master.	● Six Sigma Black Belt	●PMP	● ITIL v4
Language	●English- Professional	●German- Intermediate (A2/B1)		

Projects

2021 - 2022	E2E standardization of termination process by implementing global definition of termination & automatization
	Optimized termination process across 10 regions, resulted in 30% cost savings in advertiser termination process and increased collaboration and data quality.
2021 - 2024	Continuous improvement of customer experiences via enhanced digital engagement
	Resulted in improved customer satisfaction and brand equity by continuously identifying opportunities, development and testing followed by minimum viable product launch and global roll-out of features and functionalities.
2023 - 2023	Development and implementation of an Operating Model to propel Awin's business transformation.
	Resulted in a smooth customer migration for new products during business transformation by performing analysis and scenario-based planning and enabling client services team.

Curricular/ Interests

- Represented India in Young Women Scientist Camp, South Korea
- Volunteered for sustainable tourism projects across Europe and Asia
- Volunteered for DI&E Committee at Awin in the domain 'Physical and mental abilities'
- Yoga, Painting, Chess

10/06/2024, Berlin

Amrita Muduli