

# Prasaath Sathiamurthy (P S Murthy)

Customer Success | Talent Hunter | Growth Hacker

Green Card. Local to NYC/NJ

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Relationship-driven Account and Customer Success Manager with an entrepreneurial mindset, business acumen and commitment to quality. Offers strong background in Client Management, Recruitment, Sourcing, Lead gen and Growth hacks. Takes a consultative and methodical approach to guiding complex projects through completion; demonstrates affinity for collaborative problem solving to ensure team success. Valued by clients for commitment, honesty and positive mindset.

- **Expertise in offering a Positive Customer Experience** – Manage expectations, Gauge push/pull factors, conduct interviews and make a genuine attempt to understand the client persona.
- **Stake holder management** - Leading teams to complete major tasks from building the business case to market delivery, to time constraints; developing and implementing effective solutions, often requiring an innovative approach and stakeholder management. Act as consultant to upsell Value adds like Employer Branding, Diversity initiatives and Market insights.
- **Talent Whisperer:** Ran successful streak of searches, finding talent, be the talent partner of choice for critical and hard to close roles.
- **Automation and Scraping**–Automation using tools like Zapier, Bookmarklets, VBA, Phantombuster, Dataminr, Scrapebox and various other tools.
- Used low code tools like **Appsmith** along with Javascript & Python (utility code) for building internal tools.
- Product analyst/Manager with hands on experience building and launching HR tech products including – Design, MVP, UAT, Roadmap, A/B testing, Product demo and Account management.
- **Copywriting, Drip Campaigns and Gamifying Outreaches** – Exposure to ChatGPT & AI based tools for content writing, presentation and analytics. Ran complex multi touch campaigns. Personalized Emails, LinkedIn messages using various techniques and tools.
- **Product Builder (Personal capacity):** Designed workflow for developers and got exposure to the following tech - **Jira** (feature tracking, roadmap), **Codecommit & Github** (repo), **Chrome Extension** (mv3/react), **AWS Lambda** (serverless node), **S3** (storage), **UIPath** (for parsing), **Postgres** (database), **Airtable** (mock database), **API** (internal endpoints), **Brightdata, Nubela and other SERP data** (External API for linkedin Scraping and enrichment), **Proxy cURL, JSON**.

## Work History

*Business Consultant (contract)*

Feb 2023 – Sep 2023

**Soho Square solutions – NYC**

Performance consultant for Account and Customer success teams to build relationship and business roadmap for active clients and activating contact and business opportunities for dormant clients

- Engaged in Presales RFP for 2 large financial clients' procurement calls and got successfully onboarded.
- Got invited to Vendor summit with a Big 4 client to showcase Value partnership in Diversity hiring, Search hacks, Automation and Ethical use of AI for talent finding/screening.
- Signed up vendor with Big 4 client as elite partner for both Commercial and Government business. (Budget Outlay of \$1.6B and over 7000 hires for 2023)
- Coached Customer success managers to build a relationship tracker and monitored that with weekly standups
- Built custom reports from CRM Data for live companywide performance tracker for the CEO.

*TA Recruiter (contract)*  
**NBCUniversal – NYC**

Feb 2022 – Dec 2022

- Talent Partner for Engineering vertical within Operations & Technology.
- Advised and partnered with Engineering leaders in Hiring roadmap, Talent strategy, Compensation Insights and Poaching grounds
- Actively used LinkedIn Recruiter, Internal ATS (Brassring and Smartrecruiters) for sourcing and outreaches.
- Managed Talent/Employer branding, candidate expectations and Offer negotiations.
- Lead two major projects for the TA team on Creative sourcing and Engineering hiring dashboard

*Business Manager - GTM*  
**Alltech/Pomato/Glasssquid**

Dec 2017 – Jan 2022

Transitioned from recruitment to product during tenure; consulted with and developed relationships with staffing and recruitment firms; ensured highest degree of customer engagement post-sale with strong retention rates. Secured the first 10 cornerstone clients (Recruiting Agencies) and moved the company from beta stage

- Consulted with Product and Account management to establish Recruitment platform for Mid-Small size staffing agencies
- Developed an array of content including pitches, scripts and marketing materials to better engage prospects.
- Conducted Cold outreach Campaign on Email, LinkedIn and Facebook with a 5% pre-launch sign up conversion
- Recognized in client reviews for product knowledge, onboarding, and problem-solving skills.
- Acted as a trusted advisor to clients, empowering them to reach their recruitment goals using Glassssquid/Pomato's recruitment platform. Served as the liaison between the client and the technology teams including products and sales
- Closure via creative and interactive virtual product demo's (Zoom, GoTo meeting, Teams, etc.), phone and email to C-Suite level prospects;
- Managed a book of business while connecting Clients and Jobseekers, managing relationships on both sides of the transaction to move deals through the pipeline
- Upsold jobseekers into a premium service that allowed mass job applications during demos and onboarding.

*Account Manager/Recruiter*  
**Alltech Consulting Services – Princeton, NJ**

Oct 2008 – Nov 2017

**Clients: Morgan Stanley, Wells Fargo, Bank of America, UBS, Deutsche Bank**

- Responsible for managing and executing the full life cycle recruitment process including sourcing, interviewing, managing and placing technical personnel in permanent, contract and contract to hire positions.
- Technical staffing for fulltime and contract positions primarily focused in Capital Markets operations, Compliance and Wealth management.
- Hired tech and operations talent in Electronic & Front office trading, Middle office roles in tech (Risk, Regulatory, Compliance and Trading operations)
- Handled all IT Technologies involving combination of complex skill sets and rare technologies
- Provided leads and schedule meetings with hiring managers for future business opportunities
- Played the role of mentor, trainer and manager and eventually phased out the whole recruitment division to role/client-based silos with a centralized sourcing engine increasing the operational efficiency

*Future Technologies Inc., – Plainfield, NJ, USA*

Feb 2008 to Oct 2008

*Client: Pillar data systems, Rosetta stone*

*Business Coordinator – Global Sourcing*

- Lead the recruiting operations for Business Intelligence/ETL technologies.
- Hired over 20 onsite and offshore resources in Siebel CRM, OBIEE & Oracle EBS
- Manage partnership with BI tools vendors including Microsoft and Oracle and their channel partners.
- Participated in vendor selection, negotiation and contract processes and executing the logistics required enabling the vendor choice.
- Led strategic assessments of outsourcing opportunities and resolved contractual, performance, and relationship issues.

*Basco Systems - India/ USA*

Dec' 05 to Dec' 07

#### *Recruitment Lead*

- Worked on a full-service IT hiring Desk for US operations.
- Managed full desk operations of 5 recruiters covering Bench Sales, Client acquisition, Contract management and Onboarding.
- Managed deliverables on timesheets, Invoices and payments with consultants.
- Ran recruitment drives in different parts of the country

#### *CAPntel Executive Search firm - Bangalore, India*

Feb '04 to Dec '05

##### *Consultant - Knowledge Process Outsourcing*

- Assessing client needs & developing plan for recruitment to facilitate right selection and fit for the client companies.
- In charge of all turnkey operations for contract staff at Dell international services, Bangalore.
- Evaluating candidates and making recommendations for hire. Conducting job related testing and reference checks of applicants as per client requirements.
- Act as a corporate representative at external events such as Career Fairs, Walk in Drives, etc.
- Business Development: Making Presentations to new clients regarding recruitment & other HR services of the company.

#### *Viteos Capital Market services*

June 03 to Dec '03

##### *Process Associate*

- Worked with the program manager in ramping up and created a new offshore team for the division, involved in all aspects of workforce management, corporate processes, program metrics, budget, and training.
- Hired teams for BOT operations setting up first offshoring back office services for Goldman Sachs in India
- Hired Fund Administration teams (Fund accountants, Analysts, Managers) at Bangalore and Mumbai.

#### **Education**

Bachelors in Engineering – Bharathidasan University

#### **Certification**

Certified Product Manager – General Assembly – 2017