

DHRUVITH KUMAR

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PASSION PITCH

Strategic IT Leader transforming insights, technology into growth, and processes into power. Expertise in CRM, analytics, and agile execution, driving sales acceleration, operational excellence, and market expansion. Proven ability to automate workflows, optimize decision-making with SQL, Python, and Tableau, and lead cross-functional teams to deliver scalable, high-impact business solutions.

TECHNICAL SKILLS

- **Project & Agile Management:** Agile (Scrum, Kanban, SAFe), JIRA, Wrike, Sprint Planning, Change Management
- **Data Analytics & Automation:** SQL, Python, Tableau, Advanced Excel, Data Modeling, KPI Dashboards
- **CRM & Sales Strategy:** CRM Implementation, B2B/B2C Sales Strategy, Client Relationship Management
- **Business Process & Workflow Optimization:** Lean Six Sigma, Business Process Mapping, AS-IS/TO-BE Analysis
- **Modeling & Diagramming:** UML (Use Case, Sequence, Activity Diagrams), Wireframing (Balsamiq, MS Visio)
- **Testing & QA:** UAT Planning, Test Case Development, Defect Tracking (JIRA)
- **Database & Systems:** SQL Querying, RDBMS, Data Reconciliation, IT Infrastructure Development

PROFESSIONAL EXPERIENCE

VIAAN LLC

Chesapeake, Virginia

Management Analyst

01/2024-Till date

- Optimized multi-branch motel operations, increasing efficiency by 25% through SQL-driven data insights, process automation in Wrike, and Lean Six Sigma methodologies.
- Enhanced profitability and resource allocation by leveraging Tableau & Advanced Excel to automate real-time financial and operational dashboards, improving analysis speed by 30%.
- Spearheaded Agile-driven business transformation using JIRA, streamlining workflows, cutting costs by 20%, and increasing revenue potential by 15%.
- Developed wireframes, process flows, and business models using Balsamiq & MS Visio, improving operational planning and accelerating business strategy execution.
- Strengthened market positioning through predictive analytics, using SQL querying and Tableau-based data visualization to provide insights on market trends and competitor analysis

TRUTRIP LLC

Telangana, India

Travel IT Project Manager

01/2023-12/2023

- Increased sales by 30% (\$500K+ revenue boost) by strengthening 200+ partner and 100+ corporate client relationships through strategic CRM deployment across multiple regions.
- Expanded market penetration by 20% by identifying new business opportunities and implementing IT-supported sales strategies for OTAs, TMCs, and corporate API integrations.
- Optimized workflows, cutting project completion time by 20% through agile methodologies and advanced IT tools, enhancing cross-functional team collaboration by 25%.
- Developed AI-powered predictive models and automated dashboards using SQL, Python, Tableau, improving decision-making speed by 30% and reducing operational bottlenecks.

EDIT POINT INDIA (OPC) PVT LTD

Telangana, India

Head of Strategic IT and Sales

11/2016-07/2022

- Increased market penetration by 25% and customer engagement by 15% by leading strategic go-to-market initiatives for IT products in both B2B and B2C sales.
- Directed a 60-member team to execute marketing campaigns, aligning with corporate objectives to enhance software product positioning and project management outcomes.
- Drove a 30% increase in brand loyalty and business growth by managing 500+ client relationships, implementing tailored product management solutions to enhance client satisfaction and revenue.

EDUCATION

CAMPBELLSVILLE UNIVERSITY

Master of Science in Information Technology and Management

Louisville, KY

01/2023-08/2024