

## Vijaya Prakash

Dedicated and experienced professional with proven performance in Management, Tech Infra support, Project Management and Product / Module/User training/Content Management

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### EXPERIENCE

#### **DB Corp. Ltd, Corporate Office, Bhopal — Manager (IT)**

Since Dec 2013 - Leadership Support to CTO and since 2020 to CIO

- Functional SPOC for in house travel management portal & Sales Application
- Assign, prioritize and delegate tasks and responsibilities to tech teams.
- Analyze and resolve quality and user issues related to in-house travel portal and sales application and recommend system improvements
- Monitor schedule of project deliverables and analyze for on-time delivery and accurate results.
- Collaborate with cross functional dept. for development and carry out processes, resulting in improved performance.
- IT Helpdesk (CRM) - Analyze and align teams with an object to reduce the Tickets/complaints received at IT helpdesk.  
Incident management - Functional & Technical support for internal applications - travel portal, SalesApp.
- Infra highlights to management with close coordination with SME - (Network, Cloud Infra, License, Security, Communications, Helpdesk teams )
- Spend Analysis and Tech Budget – collaborated with team budget for a cost cautious budget.
- Nominations to tech awards on our different platforms and websites
- Closely work with HR to close Open and TBA positions
- External resource vendor coordination for billing, task sheets and time sheets
- Active involvement in finalizing project management tools – as a result got to know about orange scrum, JIRA, Zoho, We360ai. Etc.
- Advt innovation Support to ad sales team across pan India

### SKILLS

- Deal with Changes Effectively
- Project Management
- Drive to succeed and create 'solutions'
- Ability to liaise with people at all levels
- Task Management
- Performance Review
- User module training
- Product testing as a user and also as admin.
- Cross-functional connect
- Content writing & translation -Malayalam/Tamil
- Team management

### LANGUAGES

- English
- Hindi
- Tamil
- Malayalam
- Bengali

**Date of Birth: 22.02.1969**

### EDUCATION

- Executive MBA in Advertising - IICT, Lucknow
- B.Com.- Calcutta Univ.
- Higher Secondary from West Bengal Board
- SSLC from Kerala

### CERTIFICATIONS

**DB Corp. Ltd, Corporate Office, Bhopal (2010 - 2013)—Dy. Manager  
– Corporate Strategy**

- Project on - 'Digital Discontinuities'- Strategic insights - an immense learning, understanding of the digital/ web world and ecommerce websites
- Analysis & Presentation of different websites and their models - classification, grouping, traffic, ranking and other data analysis - Automobile, Education, Real Estate etc.
- Product & Brand Study of News websites and Newspaper Websites (New York Times, Gannett Group, CNN, Yahoo, Times of India)
- Translation of Tamil Daily Website 'Dinamalar' for in depth understanding of the Product Tree for greater insights.
- Project on 'E-learning portal' - idea with a focus to create need based training and advancement

**DB Corp. Ltd, Corporate Office, Bhopal  
Since 1998**

Role - Executive Assistant to Directors of the group.

Involved in many projects and closely worked with Business Heads.

**M/s. Standard Surfactants Ltd, Mandideep** (Manufacturers of detergents, powder & chemicals)

EA to Vice President (Operations) from Jan to June '98 with - handling secretarial work, independent correspondence of Vice President.

**Nippon Enterprises South, Calcutta** (Indenting Agents of Konica Color Films, Cameras) - December 1991 till October 1995

Stenographer - Assisting the Branch Manager and preparation of weekly statements such as sales, collection, stocks etc and coordination with other branches and dealers were also added to my responsibilities.

- Product Management (Udemy.com)
- Business Writing & Technical Writing Immersion (Udemy.com) in Aug 2022.
- Business Analytics certification from Hubspot - valid till July 2023
- Diploma in Business Management & Entrepreneurship from Alison (Advance Learning Interactive Systems Online)

**APPRECIATIONS**

- During pandemic and wfh - Managed teams across for the launch of Hindi site teentalkindia.com (teen's wellness site in English)
- DB Olympiad - tech spoc for an online exam for students of Rajasthan
- Translated works