

KAUSHIK SRIVASTAVA

SAAS Specialist

Passionate about empowering businesses to unlock their full potential through strategic adoption of Software as a Service (SaaS) solutions. With more than 5 years of experience in the industry, specialize in guiding organizations through the intricacies of SaaS implementation, e-commerce optimization and ensuring seamless integration and maximum ROI.

Work History

2024-03 -
Current

SAAS Specialist

Shiprocket, Gurgaon

- Create user stories based on analysis of customer feedback, user data, business strategy, research, and best practices.
- Proactively communicate and collaborate with external and internal customers.
- Work independently with users to define concepts as well as resolve system issues.
- Ensure, through acceptance criteria and testing, that iterations deliver desired functionality with high quality.
- Monitoring market and developing competitive analyses.
- Prioritizing product features and capabilities.

2021-08 -
2024-01

Business Analyst

CedCommerce (CedCoss Technologies), Remote

- Development and implementation of CedCommerce Amazon Channel (Shopify Sales Channel) and Walmart Sales Channel.
- Market Research and Analysis
- Features Development
- User Experience Enhancement
- Marketing and Promotion:
- Feedback Collection and Iteration

2020-08 -
2021-07

Product Analyst

Unchi Udaan Solutions, Gurgaon (Remote)

- Perform market research and user feedback
- Evaluate products and forecasts performance
- Provides recommendations on product launch strategies



Contact

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Skills

User Experience

E-Commerce

Management
collaboration

Expert Problem Solving

Analytical Thinking

Team Collaboration

Continuous Improvement

Process Analysis

- Generates reports and presentations on results findings
- Monitors product performance
- Analyzes market data, trends, and behaviors
- Worked on UI/UX with Design team

2019-12 -
2020-07

Business Analyst

Daido Kogyo Co.Ltd, Gurgaon

- Managing RFI, RFQs Quotations and LOIs.
- Budgeted Vs Actual Sales Analysis Report
- SAP/ERP
- Working with Overseas dept. for overall management & coordination both internal & external for customer related matters.
- MIS Preparation

2018-04 -
2019-12

Business Analyst

Nifco Inc., Gurgaon

- Developed in-depth knowledge of each client's business through research and regular on-site meetings.
- Cultivated long-term relationships through focused effort on customer's unique needs and finding best solutions.
- Co-ordination with cross departments to expedite the process.
- Managing RFP, RFQ, Purchase orders Sales orders etc

Education

2024-04 -
Current

Executive Program: New Product Development And Marketing Strategy

Indian Institute of Management - Visakhapatnam, India

2014-08 -
2017-05

Bachelor of Technology: Mechanical Engineering

Baba Saheb Bhimrao Ambedkar University - Lucknow

Certifications

2022-10

E-Commerce Shopify Dropshipping and Amazon

2023-07

Business Analyst

2023-10

Customer Success: How to understand your customers

Software

Jira



Slack



Click Up



Shopify



Freshworks



Agile



Zoho



SAAS

