ZD ZAINAB DHANKOT

❏ **Mobile:** +91 9004138030   ❏   **Email:** zbdhankot@gmail.com   ❏   **Total Experience:** 16years

ASSOCIATE DIRECTOR CUSTOMER SUCCESS MANAGER (DIGITAL PROJECTS)
COMMITMENT | LEADERSHIP | INTEGRITY

Experienced in analysis, project scoping and strategic planning. Skilled in process improvement, risk assessment, cross-functional collaboration, and project deployment.

Articulate communicator and mentor who thrives in results-driven, collaborative environments. Passionate about emerging technologies and dedicated to exceeding to reduce costs and improve efficiencies

---

AREAS OF EXPERTISE

- AEM Projects
- Stake holder Management
- Vendor Management
- APM Mythology
- Team Management
- Change Management

- Content Management System
- Adobe CQ & 6.5 Authoring
- Web & Digital Tools
- Zoho Project, Zoho Desk
- API Testing
- Incident Management

- Project Scoping
- Effort & Cost Estimation
- Functional Specification Document
- Testing/QA/Rollout/Support
- Client Relations & Presentations

PROJECT I'VE WORKED ON

- IndusInd Bank (AEM)
- AbbVie Rinvoq Japan (AEM)
- Jeep India (AEM)
- HDFC Bank
- Axis Bank
- HSBC

- Loop Mobile
- Real Television
- Asian Paints
- Usha International
- MIBL
- Simply Life
- Emperor (UK Clients)

- iPad Rental
- Wockhardt
- Sleepwell
- Tata Capital (Loans)
- IDFC
- UTI Mutual Funds
- Xperian

CERTIFICATIONS & ACHIEVEMENTS

- ISO 9001:2000 internal auditor (Certified by six sigma alchemy)
- Certified Adobe Professional – AEM Front-end developer
- Certified Adobe Professional – AEM Sites Business Practitioner
- Scrum Foundation Professional Certified by Certi Prof
- Google Analytical Beginer Certified
- Certified HTML Developer from W3 schools (Grade: Excellency)
- ISTQB Certified tester (Grade: Excellency)
- NIIT Swift India
- Swift Net Surf
- ECPD (Grade: Distinction)
- Diploma in Biotechnology (Grade: Distinction)
- Excellence as Team Best Client @ Indigo Consulting Award (Year 2021)
- 'A' Team member Award (Year 2019)

- 'A' Team member Award (Year 2018)
- Best Employee of the Month Award (Year 2018)

PROFESSIONAL EXPERIENCE

Jan 2009 – Till date

(Associate Director: 8 months, Senior Project Manager: 2 years, Manager Technology: 10 years,)

INDIGO CONSULTING

SENIOR CUSTOMER SUCCESS MANAGER

Indigo Consulting is among India's top-ranked digital transformation and digital marketing agencies. Founded in 2000 and became a part of Publicis Groupe in 2012. Indigo is Publicis Communications' fastest-growing digital agencies in India today. Present in Mumbai, Delhi, Ahmedabad, and Bengaluru.

Website: https://www.indigo.co.in/

- Developing project scopes and objectives, involving all relevant stakeholders, and ensuring technical feasibility.
- Finalize effort, cost estimate, and ensure cost approval.
- Work closely with Creative, Data & Analytics, Technology teams to deliver high quality output to the client while driving revenue goals.
- Create/Review all the required documentation - FSD, Test Cases, TSD, Change Request etc
- Regularly updating key stakeholders on project status
- Overseeing the project's financial budget, notifying stakeholders of key cost implications, changes to budget, spending and cost changes
- Ensure timely delivery of the project and effective client engagement.
- Manage Digital projects, Media campaigns and day to day activities and promotions.
- Maintain long-term account health and relationships
- Responsible for the success and renewals of the Projects/Business
- Partner with Finance teams in negotiating, structuring, and quoting renewal contracts for highest possible renewal rates
- Suggest improvement ideas to current processes based on developed expertise
- Have knowledge of digital platforms, digital media measurements and analyse key trends on the digital initiatives undertaken
- Research and keep up to date on emerging online trends and best practices specific to digital media
- Part of the Interview panel for hiring AEM content authoring resources

NOV 2006 – Dec 2008

PEOPLE INTERACTIVE PVT LTD

WEB DEVELOPER

People Interactive (I) Pvt Ltd a part of People Group, which owns and operates businesses such as Shaadi.com, Fropper.com, Shaaditimes.com, Astrolife.com and Shaadi Point

Website: http://www.shaaditimes.com

- Development of UI using HTML/DHTML, CSS & JavaScript.
- Requirement gathering, Analysis, Design, and development of the pages.
- Played a Key Role in bug fixing and assisted QA team in navigating through the pages.

- Handled Cross Platform, using JavaScript (using div ids) for all browsers
- SQL queries were used for data insertion and updating in MS-Access Database.
- Made the site compatible with both IE and Netscape Browsers.
- Developed CSS using Top Style
- Used innovative techniques in superimposing images to keep size smaller & avoid flickering on screens.
- Used JavaScript for preloading the images for speedy navigation to save time.
- Developed CSS to maintain the uniformity of the all the screens throughout the application and positioning of the screen objects.
- Used SNAGIT tool to capture the screenshot of the scrollable screens.
- Developed a table-less website.
- Used Map-edit tool for creating image maps.

JUN 2006 – NOV 2006

EDWISE INTERNATIONAL (MUMBAI)

WEB DEVELOPER

Edwise is the one stop solution for all your international study needs.

Website: http://www.edwiseinternational.com

- Part of the designing & analysing team for endwise website.
- Handling web enquires
- E-mail communication with overseas agent.
- Database Maintenance/Administration.

COMPUTER APPLICATIONS

- Adobe CQ5, AEM 6.5
- Adobe Photoshop CS
- Adobe Dreamweaver CS
- Zoho Desk
- Postman

- Edit Plus
- Microsoft Visual Studio 2005
- Bugzilla

- CuteFTP 7 Professional
- MySQL | MS Access
- Zoho Projects
- Sitefinity CMS
- Umbraco

TECHNICAL SKILLS

- HTML 5
- Advanced CSS
- JSON

- JAVASCRIPT
- JQUERY

- XML
- XSLT

WEBSITES BUILD & MANAGED

AbbVie (Japan)	https://www.atopy-kaiwa.com/what-are-the-symptoms-of-ad.html
HDFC Bank	https://www.hdfcbank.com/
IndusInd Bank	https://www.indusind.com/
Associated British Foods plc	http://abf-2010.emperor-design.com/

CompuGROUP	http://report.compugroup.com/english/default.html
Sanderson	http://www.sanderson-uk.com/
Cunard	http://www.cunard.co.uk/
Spectris	http://ar2008.spectris.com/
South West Trains	http://www.southwesttrains.co.uk/
Manhattan	http://www.manhattan.co.in./
Real Television	http://www.realtelevision.in/
Loop Mobile	http://www.loopmobile.in/
Man Group	http://www.mangroupplc.com/
Epistem	http://www.oncology-biomarkers.com/default.aspx
Ferrexpo	http://www.ferrexpo.com/
GWPharma	http://www.gwpharm.com/
HomeServe	http://www.homeserveplc.com/investors
KinseyAllen	http://www.kinseyallen.com/
Lubel Coal	http://www.lubelcoal.com/
SportingBet	http://www.sportingbetplc.com/
Stemcor	http://www.stemcor.com/
Shaaditimes	http://www.shaaditimes.com
Shaadipoint	http://www.shaadipoint.com/corporate/index.php
Sleepwell	http://www.shaaditimes.com/site/sleepwell/sleepwell.php
Shaadi Directory	http://www.shaaditimes.com/wedding-directory/index.php
Wockhardt	http://www.wockhardthospitals.net
Walker Greenbank	http://www.walkergreenbankcontracts.com/
Southern Cross HealthCare	http://www.schealthcare.co.uk/Home/
Circle oil plc	http://www.circleoil.net/
CAMAR plc	http://www.camarplc.com/

EDUCATION

- Bachelor of Computer Science from Mumbai University, 2006 cleared with First Class (73.37%)
- HSC from Maharashtra Board, 2003 cleared with First Class (65%)
- SSC from Maharashtra Board, 2001 cleared with First Class (72%)

PERSONAL INFORMATION

Date of Birth: 14th October 1985
Gender: Female
Languages Known: English, Hindi, Gujarati, and Marathi
Nationality: Indian

Contact: Mobile: 9004138030
Email: zbdhankot@gmail.com