

Rajdeep Singh Barad

Medallia Digital Expert | SDK Subject Matter Expert



An ambitious and self-motivated person with four years of Medallia CX/CEM experience, working as a trusted advisor to help our customers from a wide variety of sectors onboard and tackle real business problems.

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WORK EXPERIENCE

Medallia SDK Subject Matter Expert Medallia / Etech

07/2020 - Present

Achievements/Tasks

- Owning the SDK Portfolio globally
- Helping customers onboard and driving discovery sessions
- Collecting and presenting customer success stories
- Partner with Sales Direction to present Medallia to prospects
- Acting as a bridge between customers and product team

Medallia Digital Expert Medallia / Etech

01/2019 - Present

Achievements/Tasks

- Onboarding customers on Medallia Digital solution
- Demonstrating the product features and driving training's
- Driving complete end to end implementation
- Providing best practices for shaping the Customer Experience vision
- Build customer relationships and identifying business goals

Senior Business Analyst Medallia / Etech

06/2018 - 01/2019

Achievements/Tasks

- Designing and Implementing Medallia solutions
- Delivering the project with defined timeline & scope
- Working with the team as a couch and a leader

Business Analyst Medallia / Etech

07/2017 - 06/2018

Achievements/Tasks

- Working with seniors in configuring Medallia platform
- Developing strong client relationship by being constantly in touch throughout the implementation
- Servicing existing customer to provide ongoing value

EDUCATION

Bachelors in Engineering (Computer Science) - 8.8 CGPA

Gujarat Technological University

07/2013 - 03/2017

Higher Secondary Certificate - 73%
Central Board of Secondary Education

SKILLS

Customer Experience Management

Presenting to Executives

Project Scoping

Requirement Gathering

Subject Matter Expert

Client Relationship Management

Demonstration

Client Onboarding

Consulting skills

App Development

JS/HTML/CSS

PERSONAL PROJECTS

Walk With You (07/2019 - Present)

- Developed a production level app
- Organized marathon with the App
- 1500+ users

PanWars (09/2020 - 02/2021)

- Developed app for running tournaments

Team Task Tracker (03/2018 - Present)

- Tracks all the incoming requests for the team
- Sends out acknowledgement and update emails
- Automated reports for the leadership team
- Powered by Google Sheets

Medallia CSS Generator (03/2018 - 08/2018)

- Chrome Extension to create CSS design for surveys
- Increased team efficiency by 3X
- Widely used across teams for survey design

ACHIEVEMENTS

Medallia Level 1 Certified

Medallia OCEM Certified

Winner of Medallia Innovation Awards 2020 Q3

Managing 100+ customers

Creating and handling process to support the global team with the product

HOBBIES

Blogging

Experimenting with new Tech

App and Web Development

Watching Sci-Fi Movies