

# DEEPESH BATRA

## CONTACT

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## EDUCATION

### MASTER OF IT

University of Wollongong  
2021-2023

### BACHELOR OF IT

Maharishidayanand Univeristy, Delhi  
2014-2018

## SKILLS

### Enterprise Solutions:

- M365 Administration & Licensing
- Cloud Calling Solutions (Teams/Webex)
- Managed Services
- Network Management
- Endpoint Management

### AI & Automation:

- AI Workflow Automation
- ChatGPT/Claude AI
- Prompt Engineering
- Predictive Analytics

### Business & Analytics:

- Power BI Dashboards
- Salesforce CRM
- B2B Account Management
- Customer Success Strategy
- Complex Solution Sales

## ABOUT ME

Results-driven Account Manager with passion for AI-powered business transformation. Built automation systems processing 1000+ tasks monthly while managing 700+ enterprise customers. Don't just talk about innovation—actively build solutions that save time and improve customer experience. Early adopter, problem solver, always learning.

## WORK EXPERIENCE

### ACCOUNT MANAGER

Telstra, June 2025-Present

Account Manager at Telstra Business and Technology Centre, managing 700+ business customers across Sydney CBD. Dual focus: AI-powered account management (retention, churn prediction, workflow automation) and complex solution sales (M365 licensing, managed services, cloud calling, network/endpoint management). Increased revenue by \$200K through strategic managed service upselling and proactive delivery using Salesforce Einstein and Power BI. Built email intelligence system for automated prioritization and contextual responses. Maintain 94% retention rate while driving cloud infrastructure adoption and 60% faster response times through AI workflow optimization.

### ASSISTANT STORE MANAGER

Telstra, Jan 2022 - June 2025

As an Assistant Store Manager at Telstra, I managed daily operations, led and coached the team to meet sales targets, handled escalations, ensured excellent customer service, and maintained compliance with company policies. I also contributed to inventory management, merchandising, and driving sales of Telstra's mobile, internet, and business solutions.

### ANALYST

Adobe, Jan 2020-Dec 2021

Analysing data to derive actionable insights and optimise business strategies at Adobe. Utilising statistical techniques and data visualisation tools to drive informed decision-making and enhance product performance.