

# PARV SACHDEVA

Vancouver, British Columbia, Canada

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## EDUCATION

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**University of British Columbia, Vancouver, Canada**

Aug 2021 - May 2022

Masters in Management

Cumulative GPA - 3.6 - President of MM Student Society

## PROFESSIONAL EXPERIENCE

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### **Fintel Connect**

#### ***Client Services Manager***

Nov 2024 - Present

- Oversaw a team of two AMs, overseeing a combined \$1M in client revenue, and driving performance improvements
- Developed and executed strategies that resulted in \$50 million YoY revenue growth for a US east coast client
- Built and managed key relationships with high-value clients in banking, finance, fintech, investments, and compliance
- Spearheaded automation initiatives using VBA and PowerPoint to streamline reporting and internal processes
- Led hiring processes, including interviewing and onboarding new talent

#### ***Account Manager***

May 2024 - Nov 2024

- Managed a portfolio of 4 key clients, developing growth strategies to improve customer acquisition by 50% YoY
- Worked cross-functionally to enhance internal analytics and reporting capabilities
- Collaborated with clients to understand their goals, identify opportunities for growth, and resolve challenges
- Delivered regular updates to clients, ensuring alignment with their strategic goals and KPIs
- Identified and addressed customer pain points to ensure long-term satisfaction and retention

#### ***Senior Account Coordinator***

Sep 2023 - May 2024

- Assisted in scaling client success operations by implementing new processes and tracking performance metrics
- Conducted market research and competitor analysis to identify growth opportunities for key accounts
- Provided hands-on support for account management, improving response times and service quality
- Assisted in building client reports, improving data-driven decision-making
- Supported the implementation of client strategies, ensuring operational efficiency and satisfaction

#### ***Account Coordinator***

Aug 2022 - Sep 2023

- Gained foundational knowledge of the business and assisted in day-to-day client operations
- Participated in client meetings, providing support for account management and strategy execution
- Assisted in executing client campaigns, ensuring alignment with KPIs and business objectives
- Developed client reports and presentations to enhance data-driven decision-making
- Provided operational support to account managers to improve service delivery and client satisfaction

### **Vancouver International Film Festival**

Aug 2024 - Present

#### ***Venue Manager - Part Time***

- Member of the year-round team serving the organization that delivers the largest film festival in western Canada
- Lead and work with teams of 20+ individuals per patron-facing shift in a hyper dynamic environment

### **HeroMotoCorp - Utsav Hero**

Jun 2019 - Aug 2020

#### ***FP&A Manager***

- Developed financial models from scratch for forecasting, budgeting and managing \$10M+ in annual sales
- Conducted detailed inventory variance, vendor analysis, identifying cost-saving opportunities across business
- Reduced overall operational expenses by 20% and improved profit margins by 8%
- Managed a team of 2 analysts, achieving 100% accuracy over the course of business fulfilment needs

VOLUNTEER WORK

Creative Mornings

January 2023 - Present

Volunteer

- Member of the entirely volunteer led and locally hosted chapter of CMVan at the Vancouver Art Gallery
- Creative Mornings are held across the world every month in 240 cities serving free breakfast & curated talks about creativity

SKILLS & ACTIVITIES

Technical Skills	Excel VBA, PowerPoint, HubSpot CRM, SQL, Python, Linux, Vim
Soft Skills	Communication, Leadership, Teamwork, Strategic Thinking, Crisis Management
Professional Skills	Financial Modeling, Data Analysis, Client Relationship Management
Interests	Poetry, Cooking, Film, Writing, Politics, History, Markets