



BHAVANI ASHOK

Techno-Manager | Business & Technology Operations | Global Client Management

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PROFESSIONAL SUMMARY

Techno-Manager with strong business fundamentals and advanced managerial qualifications, combined with extensive freelancing experience managing global customers across multiple countries. Proven ability to analyze business requirements, coordinate with technology resources, and deliver high-quality solutions to international clients. Skilled in communication, stakeholder management, and end-to-end project oversight. Adept at bridging business and technology to drive operational efficiency and client satisfaction.

CORE COMPETENCIES

- Global Client & Customer Management
- Techno-Functional Coordination
- Project & Delivery Management
- Process Documentation & Requirement Gathering
- Business Operations & Service Management
- Multi-Country Customer Support
- Technology Implementation Support
- Cross-Functional Leadership
- Communication & Stakeholder Handling

PROFESSIONAL EXPERIENCE

Freelance Techno-Manager

Self-Employed | Multiple Countries | 2010 – Present

Key Responsibilities & Achievements:

- Managed multiple international customers across regions including India/US/Middle East/Asia.
- Worked with clients to understand business needs and translate them into actionable technical requirements.
- Coordinated with developers, designers, and technology partners to deliver end-to-end project solutions.
- Handled project planning, timelines, communication, and stakeholder updates for multi-country clients.
- Implemented process improvements that improved delivery speed and customer satisfaction.
- Provided consulting on business workflows, technology adoption, and process automation.
- Built long-term professional relationships with clients, resulting in recurring business.
- Managed billing, contracts, and revenue operations independently.
- Maintained quality standards and ensured on-time delivery across all client engagements.

EDUCATION

Master of Business Administration (MBA)
Bharathidasan University, Trichy, Tamil Nadu
April 2009

Bachelor of Commerce (B.Com)
Indira Gandhi College, Bharathidasan University, Trichy, Tamil Nadu
April 2007

PERSONAL STRENGTHS

- Strong communication and global client handling
- Problem-solving & decision-making abilities
- Adaptability to multicultural environments
- High accountability and ownership

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge.

(BHAVANI)