VIBHAAS GARG

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Education

2025-2027	**MASTERS' UNION**	**Gurugram**

PGP in Technology & Business Management | Manoj Kohli Merit Based Scholarship | Secured **Second** place in Marketing One Day Challenge

2020 - 2024	**CHITKARA UNIVERSITY**	**Rajpura**

Bachelor's of Engineering in Computer Science | CGPA: **9.65** (**top 5%** of the 1.2K+ students) | Guitarist at Dhwani Music Club

2018 - 2020	**SGGS COLLEGIATE PUBLIC SCHOOL**	**Chandigarh**

Class 12 (CBSE): **91.80%** | Member of Organizing Committee of SGGS MUN 2018

2010-2018	**ST. KABIR PUBLIC SCHOOL**	**Chandigarh**

Class 10 (CBSE): **89%** | Vice Captain of School Football team | **First** in Hindi Spelling Bee Competition

Experience

Sep'24 - Jun'25	**GENPACT**	**Noida**

Technical Consultant *(Implementing HighRadius Solutions)*
- **Eliminated 70% of manual processing tasks** by implementing Order To Cash solution for a **Fortune 100 client**
- **Achieved 100%** on time delivery of a project by leading collaboration across **4 cross functional teams**
- **Improved** team velocity by **20%** by **enhancing** internal documentation and training programs extensively
- **Reduced** Days Sales Outstanding by **25%** by **deploying** a new O2C process via the High Radius solution
- **Increased** collector **productivity by 40**% by streamlining workflow to automatically handling low risk customers

Internship

Jan'24 - May'24	**ALTRUIST TECHNOLOGIES PVT. LTD.** *(BPO company that provides support and solutions to enterprises)*	**Panchkula**

IT Operations Intern
- **Reduced** user issues by **60%** by achieving **80% first-contact resolution** of user problems through troubleshooting
- **Reduced** recurring IT support tickets by **35%** by collaborating with **5 cross functional teams** to resolve issues
- **Cut** network-related user incidents by **40%** after deploying and efficiently configuring new network infrastructure
- **Achieved 99.9% uptime** by configuring and monitoring servers, ensuring SLA compliance and system reliability
- I**mproved** user onboarding speed by **30%** by **optimizing** account setup process through Active Directory

Projects

PAST FORWARD *(Drop-shipping Challenge)* — Jun'25 - Present
Co-Founder & Tech Lead
Design and sell personalised vinyl records, posters as wall decor by upcycling vinyl's with custom prints
- Achieved **₹1.5L in 2.5 months** by building and optimizing the website end-to-end with smooth User Experience
- Drove **400K+ organic reach** through designing, testing, and executing Meta ad campaigns and social content
- Converted **70% of sales via offline stalls** by customer engagements at fests, societies, and campus events
- Generated **₹45,530 in single-day revenue** at Drop-shipping Mela by running discounts and interactive games
- **Secured 5 collaborations** with college fests, MUNs, influencers by pitching our brand Past Foward story

TASK NEST — Jun'19-Sep'19
Project Lead
Built a responsive task-management website that lets users create, edit, delete, and mark tasks as complete, with hierarchical (sub-nested) task structures for organizing complex task.
- **Reduced** the number of clicks needed to edit and save a task by **60%** by optimising and enhancing user efficiency
- **Increased** active peer users by **40%** by refining the layout based on feedback from **two rounds of user testing**
- Redesigned UI/UX, driving a **38% improvement in app navigation** versus the initial prototype

DOC-IN-POC — Dec'18 - Mar'18
Project Lead
Developed a responsive healthcare web application that allows patients to securely sign up/log in, describe their medical issues or select desired treatments, and seamlessly book appointments with doctors
- **Optimized page load speed** from **4 seconds to 2.5 seconds**, reducing bounce risk from **60% to 40%**
- **Reduced** homepage bounce rate by **30%** by redesigning main banner and clarifying primary call to action
- **Increased** form submission accuracy by **40%** by implementing form validation to prevent errors

Extra-Curricular

ROTARACT CLUB
Member
- **Increased local engagement by 25%** by leading a **50 volunteer** team to organize CSR activities
- **Increased local green** cover by spearheading **3 successful**, community-wide **tree plantation initiatives**
- **Improved community access to healthcare** by executing **2 health camps and blood donation camps**

Skills

Business Skills: Problem Solving, Data Analysis, Process Optimization, Stakeholder Management, Data Analysis, A/B Testing, Agile Methodology

Technical Skills: C++, Java, SQL, HTML, CSS, JavaScript, Web Development, VS Code, Sublime Editor , Adobe Premiere Pro