Samarth Panchal

Techno-Commercial Operator | Technical Sales & Business Operations | Electrical Engineer

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Live app: https://cust-insight.streamlit.app/ | Portfolio: samarth-portfolio.samarth605.workers.dev

SUMMARY

Electrical engineer and Master of Global Management graduate with 3 years in B2B technical sales and project coordination for industrial power equipment (75+ projects, 30+ accounts; contributed to 55% revenue growth). Owned pipelines, quotes, and cross-functional order delivery. Built and deployed a public LLM app (Gemini API, Streamlit) end to end. Looking for a solutions, implementation, or business-ops role close to customers and product at an early-stage AI/automation startup.

PROJECTS

Customer Review Insights App (Gemini API, Streamlit) | Graduate course: Responsible AI in Business

- Scoped, designed, built, and deployed a free public web app that turns raw customer reviews into personas, pain points, sentiment breakdowns, and strategic recommendations; tested on the EV market.
- Wrote up how to handle hallucination, bias, and privacy risk, and kept the full stack free to run.

Sales & Customer Data Analytics (SQL, Power BI, Excel)

- Analyzed ~10,000 transaction records to link promotions, customer segments, and product mix to sales performance; delivered visualizations and commercial recommendations.

Customer Experience & Loyalty Analysis, Waymo (SPSS)

- Analyzed 300+ critical-incident interviews and 100+ survey responses using regression and impact-performance analysis to connect service attributes with satisfaction and loyalty.

EXPERIENCE

Customer Service Specialist | Enterprise Technologies, Arizona State University, Tempe, AZ — Jul 2025 – May 2026

- Resolved 50+ daily inquiries across phone, chat, and email, troubleshooting technical issues and escalating complex cases to internal teams.
- Kept accurate case records and follow-ups in Salesforce CRM and PeopleSoft.

Student Consultant | Italika Motors, Mexico City, Mexico — Oct 2025 – Dec 2025

- Built a market-entry strategy and sales forecast for international expansion (market potential, competitors, distribution, financing, import duties) using Excel and Tableau; presented a roadmap to executives.

Technical Sales Engineer | Shilchar Technologies Ltd., Vadodara, India — Jul 2021 – Apr 2024

- Coordinated 75+ high-value industrial transformer projects (up to 66 kV / 21 MVA, many exceeding $12M) across 30+ B2B accounts, aligning Sales, Engineering, Procurement, Manufacturing, Quality, and Logistics on tight timelines.
- Contributed to 55% revenue growth by improving cross-department coordination so more orders shipped in less time; tracked milestones in SAP Business One, supporting on-time delivery.
- Owned the sales opportunity pipeline: tracked inquiries, quotation progress, and follow-ups through to conversion.
- Analyzed customer specifications, pricing inputs, and contract terms to build quotations and technical-commercial proposals, and presented them to customer stakeholders.

Business Development Team Leader | AIESEC, Vadodara, India — Oct 2021 – Feb 2022

- Led a 7-person team in outreach to 300+ prospective corporate partners; contributed to raising ₹100,000.

EDUCATION

Master of Global Management (STEM), Thunderbird School of Global Management, Arizona State University | Phoenix, AZ — Aug 2024 – May 2026

Bachelor of Engineering, Electrical Engineering, Gujarat Technological University | Gandhinagar, India — Aug 2017 – Mar 2021

SKILLS & CERTIFICATIONS

Tools: Salesforce, SAP Business One, SQL, Power BI, Tableau, Excel, SPSS, Claude, Codex, Hermes agents, Streamlit, AI-assisted development.

Domain: B2B technical sales, quotations & proposals, pipeline management, cross-functional coordination, market research, customer support & case management

Certifications: Google Digital Marketing & E-commerce (2026) | Microsoft Power BI Data Analysis & Visualization (2026) | HubSpot Inbound Marketing (valid to Apr 2027)