STEPHEN ABRAHAM

Bangalore, India • +91 7739472433 • stephenofficialid@gmail.com • stephenabraham.in

SUMMARY

Author, Entrepreneur, People Manager, Project & Program Delivery, Developer.
Cross-functional experience across global IT services, product company, digital agency and early-stage startups. Began career building internal tools and supporting BizOps transformation; later led operations and transition programs with distributed teams across India, US and EU. Managed Project & Portfolio Delivery for Digital Media Services. Most recently, co-founded an early-stage mental-health startup. During my free time I write short form and long form content, design & develop mini web apps, and engage in community service.

EXPERIENCE

INNER RAY HEALTHCARE — Co-founder / Digital & Ops Lead
2024 – Present | Bengaluru

- Built full digital presence: website, brand identity, content systems, SEO, email flows
- Managed all platforms: Google Business, WhatsApp, Instagram, LinkedIn, YouTube.
- Designed booking, onboarding, payments, communication, and therapist workflows.
- Created operational documentation, pitch decks, business accounts, catalogue.
- Produced brand assets, campaigns, social content
- Developed freemium SaaS tools
- Authored two books.

INSTINCTIVE STUDIO — Project Manager
2025 – Present | Bengaluru

- Manage delivery across 10–13 digital projects (websites, platforms, AI tools, Digital Media Services).
- Lead team of designers, developers, and SEO specialists; run stand-ups, resource allocation, timeline management, reviews, and removing blockers.
- Manage client communication, coordinate scope/milestone, train on CMS (Prismic).
- Ensure delivery quality through content reviews, UX alignment, and QA.

QUOTIENT TECHNOLOGY — Senior Analyst (Projects)
2021 – 2024 | Bengaluru

- Led enterprise migration from **Zendesk → HelpShift** across India/US/UK.
- Dropped subscription cost by 50% and TTR by 37%.
- Rebuilt Help Centers and FAQ bots, reducing overall ticket volume by **14%**
- Managed vendor coordination, feature prioritization, bug escalations, and UAT cycles.
- Transitioned **7 enterprise retail partners** from legacy internal tools to new platforms.
- Resolved issues blocking **$200K+ in partner payments** by coordinating with Engineering, Product, DB, CSM, and partner teams.
- Reconstructed ingestion pipelines and metadata flows when original builders had left the company
- Point of contact for operational escalations across Support, Engg, Product, CX.

- Led RCAs, documented findings, patched workflows, and drove long-term fixes.
- Built ticketing model: triage → SLAs → routing → escalation paths.
- Documented workflows, field definitions, failure patterns, and standard fixes.
- Ran the system solo until transitioning it to a support team with full documentation.

LTI (LARSEN & TOUBRO INFOTECH) — Software Engineer
2019 – 2021 | Bengaluru

- Completed intensive training in hardware, OS, networking, automation, and scripting.
- Selected to the top ~30 for advanced automation training.
- Among **16 selected** for the company's AIOps innovation team (from ~150 trainees).
- Among **5 chosen** for the business-focused ML ideation pod.
- Built ML-driven POCs targeting internal operational inefficiencies.
- Created an **ML semantic search chatbot** for presales teams to retrieve answers from large RFP/document repositories.
- Developed automation scripts for internal systems.

FUN AT THE SIDE
- Websites & brand assets(Logos, Brochures, Cards, Flyers) for SMBs
- Full personal content ecosystem: blogs, portfolio site, author pages.
- Freemium SaaS tools (design → development → deployment) - check portfolio site.
- Wrote 2 books - check portfolio site
- Certified Life Coach
- Coordinated an Ethnic Show program for an event with 10k+ visitors
- Coordinated a team of 15-20 young and old people to go on a trek
- Coordinated my own wedding, including finances (didn't do a great job at finances lol)
- Won Best Personality Award on graduating from the training at LTI
- Awarded for Customer Excellence and Cross-functional Team Spirit at Quotient
- Got the privilege to lead a team of 40+ students to conduct 13 events for the inter and intra collegiate fests
- Gave the graduation speech on behalf of the student body

SKILLS

Delivery & Ops: Program & Project Delivery, Stand-ups, Sprint Planning, Process & Change Management, People Management, Resource Planning, Operational Workflows, Risk Mitigation, Cross-functional Coordination, JIRA, Smartsheet, Notion

Tech: JavaScript, PHP, SQL, HTML/CSS, Tailwind, Deployment & Hosting, Python/Java (OOP), API Concepts

Product: Feature Prioritization, UI/UX Thinking, Journey Mapping, Backlog Grooming, Business Model Strategy, Research, User Psychology, Requirements Breakdown

Content: Writing (Books, Blogs, Brand Copy, Articles, Documentation, Social Media Posts), Messaging Strategy, Narrative Design, Content Architecture

Creative: Brand Identity Design, Website Design, Campaign Creative Strategy, Digital Assets (Logos, Brochures, Cards, Posters, Ad Creatives), Visual Storytelling

Business: Relationship Management, Vendor Partnerships, Client Communication, Marketing Strategy, Operational Strategy, Pitch Decks, GTM Support, Partner Coordination