



Hello!

Ishan Vats

AI & Automation Consultant,
Workspace & Automation Architect,
Project Management Leader (PMP),
Lean Six Sigma Green Belt

3 words define me:

Responsible, Productive, Innovative

Profile

I help SMBs and agencies scale their revenue operations by building automated outbound systems, high-converting GTM workflows, and AI-powered delivery processes that replace manual effort with predictable, repeatable systems.

As a Clay-certified Outbound Automation Specialist, I design multi-channel outbound engines that blend data enrichment, smart targeting, AI personalization, and automated follow-ups - ensuring sales teams spend less time prospecting and more time closing.

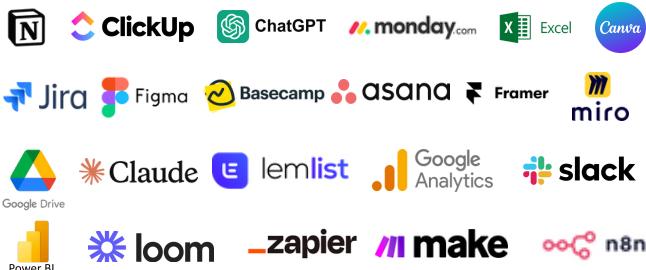
My work sits at the intersection of Outbound Automation, Project Management, and Operational Excellence.

Education

IIM LUCKNOW, Executive Program in Project Management

Core areas of focus included Project Management principles, Agile methodologies, Strategic planning, and Leadership in cross functional team environments. Designed for executives and managers, this program provides a comprehensive understanding of advanced skills in resource optimization, risk management, and stakeholder engagement for high-impact projects.

Platforms/Softwares



Interests/Hobbies



English	★★★★★
Hindi	★★★★★
Spanish	★★★☆☆

Courses

Fundamentals of Digital Marketing Google/ 2020
Six Sigma Root Cause Analysis and Waste Elimination/ 2020
Wordpress Website Designing Course/ 2021
Professional Scrum Master Course/ 2022
SQL Skill Nation/ 2023
SQL Test Dome/2023
IBM Certified Project Management Professional/ 2023
Generative AI Overview for Project Managers PMI/2023
Six Sigma Green Belt LinkedIn/ 2023
Notion/Asana/ClickUp/Monday.com/JIRA/Zapier/Make.com/n8n
Consulting Partner Courses/2022-2025
Clay-Certified Outbound Automation Specialist/ 2025

Skills

Project Management	★★★★★	Marketing	★★★★☆☆
Problem Solving Skills	★★★★★	Data Analysis	★★★★★☆
Design	★★★★☆	Digital Skills	★★★★☆☆
Responsibility	★★★★★	Teamwork	★★★★☆☆
Administrative	★★★★★	Creativity	★★★★★☆
Emotional Intelligence	★★★★☆	Flexibility	★★★★★☆



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Work Experience

Most Recent Experience

FOUNDER & CEO

IV Consulting/ INDIA - NEW DELHI

2 year 10 months

<https://ivconsulting.in/>

2023 - Present

We help SMBs and agencies scale pipeline and delivery by combining outbound automation, workflow systems, and AI-powered project execution. I lead strategy and implementation across Clay-driven lead generation, process automation, and workspace design - building end-to-end systems that reduce manual work and create predictable growth.

Key Result Areas

- Successfully implemented 35+ AI-driven and low-code automation projects across lead generation, CRM, and internal operations for SMB clients.
- Built and optimized lead-generation engines that consistently sourced, enriched, and qualified high-intent prospects for clients using Clay, AI personalization, and multi-channel automation.
- Achieved 5x organizational growth by deploying scalable outbound systems, improving prospect volume, and generating predictable pipeline for service businesses.

CHIEF OPERATING OFFICER (COO)

AutoSpark AI / SOUTH AFRICA - CAPE TOWN

9 months

www.autospark.ai

2024 - Present

At Autospark, I led operations and delivery across client engagements, ensuring efficient implementation of tailored automation strategies.

Key Result Areas

- Oversaw full project delivery lifecycle - scoping, execution, and post-deployment - resulting in a 30% average increase in client productivity.
- Built and led cross-functional teams including developers, automation experts, and client liaisons, driving 90% on-time delivery.
- Developed strategic SOPs and delivery playbooks, improving team output efficiency by 40%.
- Fostered strong client relationships, leading to 60%+ repeat business rate.

VOLUNTEER PROJECT MANAGER

PMI & Project Managers Without Borders

1 year 7 months

www.pmi.org & www.pmb.org

2023 - Present

Collaborated with international teams to enhance project management practices, develop strategic frameworks, and support global community initiatives.

Key Highlights:

- Improved project workflows and stakeholder communication through agile tools and templates.
- Enabled knowledge sharing across 10+ projects impacting NGOs and social causes globally.

Previous Experience

BUSINESS PROCESS DELIVERY ANALYST

Accenture Pvt. Ltd. / INDIA - GURUGRAM

2 year 4 months

www.accenture.com

2020 - 2023

Key Result Areas

- Directed end-to-end delivery of large-scale digital transformation projects, leading to an 18% improvement in resource efficiency, saving over \$1.2M annually.
- Optimized contract negotiation and vendor management, reducing procurement costs by \$500K (12%) while maintaining 100% SLA adherence.
- Spearheaded cross-functional teams of 50+ stakeholders to ensure on-time project delivery, mitigating risks across \$10M in project value through Agile governance models.
- Implemented process optimization initiatives, improving team productivity by 15% and saving 200+ hours of labor per quarter.

CLIENT RELATIONS COORDINATOR

Wipro Private Limited /INDIA - GURUGRAM

1 year 3 months

www.wipro.com

2019 - 2020

Key Result Areas

- Analyzed client service data across 50+ accounts, achieving 95% SLA compliance.
- Conducted in-depth performance analysis, identifying inefficiencies in ticket resolution processes and reducing ticket backlog by 300 cases over 6 months.
- Developed and delivered performance reports and dashboards for senior management, enabling data-driven decisions that enhanced operational efficiency by 20%.
- Improved collaboration between support and operations teams, reducing issue resolution times by 15%.

EXECUTIVE CONCIERGE

Eazydiner Private Limited /INDIA - GURUGRAM 1 year 0 months

www.eazydiner.com

2018 - 2019

Key Result Areas

- Managed all aspects of restaurant reservations for high value customers, ensuring a seamless dining experience and achieving a 95% customer satisfaction rating.
- Followed up on customer feedback and implemented necessary changes resulting in a 20% increase in positive reviews.
- Maximised revenue by 48% by converting inquiries into sales and identifying business prospects and opportunities to upsell restaurants.
- Developed and implemented effective sales strategies resulting in a 30% increase in revenue and a 25% increase in repeat business.