

Abhoy Talukdar

Customer Success

PROFILE SUMMARY

As a Customer Success Executive with 3 years of experience in the field of Customer Success/Relationship management, I am a knowledgeable, performance-driven individual who has a passion for managing multiple accounts, developing onboarding processes, and resolving customer issues. With strong communication skills and customer orientation, I have the curiosity and ambition to further develop my knowledge of product management.

I like reading, always looking for new ideas, and am passionate about learning new skills and applying them to my work. I strive to stay informed and keep up with the latest trends and technology and am dedicated to providing the best customer service experience possible.

CONTACT DETAILS

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PAST EDUCATION

Christ University (2018 - 2020)

Masters Degree in Media communications

- Specialization in Advertising

Amity University (2015 - 2018)

Bachelor of Arts (English)

- English Literature

SKILLS

- Ability to proactively identify customer issues and develop appropriate solutions
- interpersonal, communication, and problem-solving skills
- Demonstrated ability to work independently and in a team environment
- Proficient in CRM software, customer service software, and other relevant application
- Strong empathy and understanding of customer needs and expectations
- Ability to analyze, think innovatively, adapt, and drive new best practices
- Strong Presentation skills
- Proficiency in data entry and office management activities
- Effective communicator & negotiator

WORK EXPERIENCE (3+ Years)

Typito - 2 years (2020 - 2022)

Customer Success Executive

- Performed initial on-boarding of accounts with enterprise level customers, ensuring ongoing engagement throughout the customer's lifetime.
- Executed a comprehensive engagement and communications strategy that proactively maintains high customer satisfaction.
- Handled daily customer chats and all escalated issues.
- Worked closely with other departments within the company to ensure proper handling of Customer Service.
- Ran product based research experiments to understand our users and to provide input into every core product and marketing
- Developed email marketing campaigns to generate awareness and retain user adoption.

Promolta (April '22 - Present)

Account Manager

- Carrying out direct communication and negotiations with clients
- Managing the entire show of Account Management and resolving client queries
- Upselling and cross-selling services
- Building high-quality partnerships with clients and helping in retention.
- Planning the long-term and short-term growth strategy of the accounts.
- Updating and executing seamless communication processes.
- Strategizing and acquiring old paying clients.
- Lead generation for onboarding new clients

INTERNSHIP EXPERIENCE - 6 MONTHS

1) POWER PUBLISHERS - EDITOR INTERN

Helped in the editorial, design, digital promotion, corresponding with the authors and film related activities.

2) INDIA TODAY, ISHQ FM - MARKETING

I was involved with the team in marketing and handling their social media.

3) HIVE INDIA (NGO) - DOCUMENTARY

Made a documentary short film for the organization (HIVE India) and help them with making presentations.

4) SO CHEERS - DIGITAL MARKETING

Worked in the field of influential marketing and dealt with various clients. Looking for influencers for different brands was also a part of brand pitching.