# Sanyukta Hati

### **Customer Success Manager**

#### Resume

Date of Birth 28<sup>th</sup> July, 1990

Nationality Indian

Location Faridabad

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Sanyukta60@gmail.com



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**SKILLS** 



#### PROFILE SUMMARY

- Upselling, Expanding and Upgrading are the three cores in which I have achieved excellence over the years
- Looking forward to an opportunity where I can use my Managerial skills to run the Team and Marketing Skills to procure business for the organization and my customer retention skills to get renewals.



Client Relationship

Business Consulting ++++

Team Handling

Process Management

Project Management ++++



#### **EMPLOYMENT**

11 Months till Present 09/2020 – till present

### **Bahwancybertek**

#### **Customer Success Manager**

Client – Emirates, Etisalat, Indian Oil Corporation Limited, Suryoday Bank, Pine Labs, WIPRO, IDFC Bank (100 + Client base)

- Onboarding Customer to our Portal after providing them detailed demonstration
- Presenting the various concepts to the customers using Power point presentation.
- Making the business aware about the best practices to deliver Excellent Quality of service to the customer. This helps in Customer retention.
- Heading L1 Support Team for the organisation.
- Dealing with Technical support Team to troubleshoot the customers Issue
- Account Escalations, Renewals, Decision Making
- Being voice of the customer
- Handling MENA region and APAC Customers majorly.
- Identify new opportunities and collaborate with sales teams to ensure growth attainment and increased footprint.



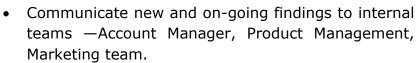
#### **PERSONALITY TRAITS**

Decision Making	***
Leadership	****
Strategic thinker	++++
Interpersonal	****
Communication	****



#### Technical Proficiencies

- ✓ MS Excel
- ✓ MS Outlook
- ✓ MS Access
- ✓ PowerPoint



- Assisting support related issues and ensure support case is resolved within the given timeframe
- Maintaining regular contact with the customer to ensure the Product performance as well as in order to procure additional revenue opportunities
- Understanding Customer's concern and resolve them
- Arranging meetings between the customer and the internal teams we have like Development Team, Product Team, Support Team.
- Upselling Campaigns
- Experience working in B2B Enterprise Software, SaaS / IaaS / PaaS and/or Cloud
- Conducting meetings with the customer to understand their needs and identifying the business opportunities.
- Delivering training to the customer, so that they can utilise all the available services.
- Experienced in Acrobat, Adobe Sign, Microsoft Dynamics, SharePoint, Workday, Excel
- Project/Time/Money based business model
- Have Order to cash process experience

#### **ShreeLokenath Engineers**

Manager (Marketing and Sales) Client – Federal Moghul 4+ Years 07/2017 - 09/2020 04/2014 - 05/2015

- Day to day interaction with the customers, to understand their needs and procure more business.
- Pre- Sales
- Account Escalations
- Decision Making
- End to End delivery of Products.
- Designing strategies for the team as well as for business.
- Arranging meetings between the customer and the internal teams we have like Development Team, Product Team, Support Team.
- Upselling Campaigns
- Conducting meetings with the customer to understand their needs and identifying the business opportunities
- Work in collaboration with the rest of the team to create and maintain consistent, effective, and up-todate proactive user guides to support the training provided.



#### **PERSONAL DETAILS**

Name Sanyukta Hati Date of Birth 28<sup>th</sup> July 1990

Nationality Indian

### **Academic Qualifications**

Degree/Certificate	Institute/School	CGPA / %	Year
Masters of Business Administration	Amity Business School, Amity University, Noida - 125	7 CGPA	2015-2017
Master of Computer Application	Amity Institute of Information Technology, Amity University, Noida-125	6.5 CGPA	2011-2014
Bachelor of Computer Application	Faridabad Institute of Technology, MRIU, Faridabad	70%	2008-2011