



Nikhil Kukade

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Client Escalation Manager seeking roles in Customer Support, Presales, Business Strategy, Solution Consulting, Program Management, Project Planning, Contract Management, Key Account Management, Revenue Growth, Business Development, Escalation Management

Current Designation: Client Escalation Manager

Total Experience: 14 Year(s) 0 Month(s)

Current Company: Onit India Pvt. Ltd

Highest Degree: B.Com [Commerce]

Current Location: Pune

Pref. Location: Pune

Functional Area: IT Software - Application Programming / Maintenance

Role: Tech Support Engrn

Industry: IT-Software/Software Services

Key Skills: Client Escalation Manager, Business Analyst, Customer Support, Presales, Business Strategy, Solution Consulting, Program Management, Project Planning, Contract Management, Key Account Management, Revenue Growth, Business Development, Escalation Management

Verified : Phone Number | Email - id

Last Active: **Jan-Mar 2021**

Last Modified: **Jan-Mar 2021**

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Work Experience

Education

Summary

Strategic professional offering nearly 14 years of experience in Customer Management, Services Presales & Consulting. Rendering, structuring, and bringing in the management's attention to a major incident or a problem, which has escalated beyond its limits.

Analyze the current scenario of an organization, locate, and highlight certain issues which requires immediate response, and allows the organization to track that critical problem, monitor it appropriately, and manage the escalating situation.

Expertise in managing business demand by balancing quality, service delivery performance, internal revenue growth and internal controls; experience in translating company business strategy into operational goals with visible metrics.

Work Experience

Onit India Pvt. Ltd as Client Escalation Manager
Jul 2018 to Till Date

Growth Path:

Jul'18 - Mar'20: Manager of Customer Success

Since Apr'20: Client Escalation Manager

Key Result Areas:

As Client Escalation Manager

Identifying, analyzing, and initiating the escalation process in an organization based on the escalation criteria specified by the organization.

Linking the escalation task with incident problem records, identifying suitable service provider contacts, and finding the appropriate customer management services qualified for the task.

Assembling the Escalation Management Team by assembling Cross-functional Team members from departments like Services, Production, Development, and Support.

Establishing accurate expectations from escalating procedures, enforcing relief to customers, and reviewing the situation appraisal formulated by the escalation team for ensuring the consumer satisfaction throughout the escalation process.

Coordinating with the customers for developing an escalation management plan as per their requirements, adding additional resources for escalation process if required, and developing a detailed technical plan accordingly.

Initiating hierarchical escalation process as per the incident management process, including senior authorities and asking for their support, if the need arises.

Updating and maintaining escalation process records at each stage, updating the same in management data, and reviewing and adjusting the escalation process accordingly.

Tracking and communicating Key Programs / Project status / dependencies to internal and customer stakeholders.

Driving and leading the Customer Advocacy Programs with all aspects of customer adoption and success.

Understanding the needs, requirements, and/or pain points of the Customer and propose potential solutions.

Acting as a Trusted Advisor in ensuring maximization of customers' investments in ONIT Install base primarily.

Implementing the "Go for Green" initiative and turnaround of customer health.

Coordinating with the VP and CTO for account risk management and revenue retention.

As Manager of Customer Success

Managed a mid-sized team of Customer Success Engineers for business growth and cost optimization.



Important

- Using Free CV Search you have access to featured candidate profiles of Naukri. You can browse through the profiles and email the candidates of your choice directly using the email option provided. To prevent misuse of candidate information, contact details and attached resume of the candidates have been withheld.

Worked to achieve high NPS, ARR and Recovery from assigned accounts; build & manage a team of Specialists for assessing solution adoption and provide roadmap to customers
Implemented tools & process improvements for highest level customers service
Defined individual & team goals in accordance to the organizational goals
Worked as a coach for individual team member by identifying skills sets and passion towards work
Coordinated with the internal stakeholders including Product Development, Customer Success, Professional Services, Legal for customer satisfaction
Acted as a Member of Cross-functional Committee to ensure internal roadblock and process gaps were managed

Highlights:

- Designed & implemented formal "Account Escalation Process"
- Acted as "Voice of Customer" for managing service, solution and product change
- Worked for products on SaaS & Cloud Platforms (Rackspace, AWS)
- Managed tools such as Data Dog (platform usage alerts), Jenkins (Integrations, Data export scheduling)
- Accomplished an NPS score of 4.7/5.0 - highest ever recorded for Support

- Column Technologies Pvt. Ltd** as Presales Manager
Nov 2016 to Jun 2018
- Onit India Pvt. Ltd** as Lead Customer Success Manager
Apr 2016 to Nov 2016

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Education

UG: **B.Com (Commerce)** from **Pune University** in **2003**

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Languages Known

Language	Proficiency	Read	Write	Speak
English				
Hindi				

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Affirmative Action

Physically Challenged: No

Work Authorization

Job Type: Permanent
Employment Status: Full time

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