



**HARSH GAURAV**

Seeking jobs - Pre Sales Manager | Customer Success Manager | Project Manager



Current Designation: Customer Success Manager	Total Experience: 4 Year(s) 6 Month(s)
Current Company: PERFIOS	Notice Period: 1 Month
Current Location: Mumbai	Highest Degree: MS/MSc(Science) [Computers]
Pref. Location: Bengaluru / Bangalore, Delhi / NCR, Mumbai	
Functional Area: IT Software - Application Programming / Maintenance	
Role: Project Mgr-IT/Software	
Industry: IT-Software/Software Services	
Marital Status: Single/unmarried	
Key Skills: Project Manager, IT Operations Management, Project Management, Delivery Management, Product Launch, Solution Architecture, Escalation Management, Requirements Management, Customer Acquisition, Data Analytics, Market Research, Troubleshooting, Presales	
Verified:  Phone Number   Email - id	

Last Active: 21-Jan-21

Last Modified: 21-Jan-21

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## Summary

Customer Success and operations professional with a proven record of success in executing strategic plans to meet company and customer's objectives. Numerous achievements improving customer relationships through rolling out new plans various phases of ideation of new features & products and designing associate training programs. Developing strategy both pre-launch and post Portal / Application launch to drive ROI for and from our clients. Experience in handling diverse personalities across functions.

## Work Experience

**PERFIOS** as Customer Success Manager  
Jan 2016 to Till Date

Perfios is the leading product technology company in the FinTech space enabling financial institutions in real-time decisioning, analysis and credit underwriting in Lending segment. Perfios helps in Bank Statement Analysis, Financial Statement Analysis, Fraud Check, Tax Document Analysis, Bureau Records Analysis - CIBIL, Experian, Crif etc; GST Returns Analysis; Corporate Information through Ministry of Corporate Affairs, Personal Finance Management Applications etc.

Primary SPOC for more than 25 clients of the company over a period of 3.5 years across Banks, NBFC and FinTech. Handled following responsibilities at different stages of customer interaction:

Consultancy

- Acted as consultants for all my allocated clients and prospects in helping them design the most feasible solution for their new product launches as well as suggestions with improvements in the existing set of products using my diverse knowledge in the domain of finance and standard industry practices.

- Assisting customers with curation of internal strategies for their customer acquisition and retention

Pre-Sales

- Demonstration of the product capabilities to the prospects as well as the Existing customers for cross sell and upsell.

- Enabling user access and guiding the client's employees through usage of Perfios Products during POC.

- Providing effort and cost justification during initial negotiations and position the product for best deal

Solutioning and Onboarding

- Engage with the customer to understand their business requirements and map the same to Perfios products

- Develop and document high-level strategies for accomplishing specific project objectives

- Understand the customer's Solution Architecture and translate the requirements which best fits the User Journey of the client's digital applications

- Preparing Business Requirement Documentation, Annexures for Master Service Agreement

- Initial assessment of the feasibility and probable traction of the new features / product ideas basis customer's feedbacks

- Build client relationships, delivery timelines management, improve communications, expectations management and escalation management

- Meeting and exceeding expectations by anticipating client's needs with a proactive approach

UAT

- Initiate the Integration project with the client

- Integration project management involving - Trouble shooting UAT issues and reviewing progress

- Facilitation of new requirements if identified during UAT



### 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.

- Review the progress and push for quick movement to production.
- Go Live and Post Go Live
- Ensuring client integrations adhere to the basic sanity guidelines and follows the best practices recommendations.
- Ensuring hassle free movement to production and product launch of the clients
- Maintaining TAT for the resolution of the issues identified post movement to production
- Assessing the feasibility of the Change Requests and forwarding it for development
- Usage of data analytics and pro-active discussions to improve implementation
- Engage with diverse stakeholders and identify new opportunities for cross sell and up sell
- Prepare for customer review along with the Account Manager
- Market Research and Subject Matter Expert
- Besides being a CSM for my clients, I have also had ownership of a Product to assess the feasibility for all the prospects and existing clients, conducting detailed discussions and assisting the respective CSMs, AMs for the onboarding of clients for the product.

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Education

UG: **B.Tech/B.E. (Computers)** from **PES institute of technology, Bangalore** in **2016**  
PG: **MS/M.Sc(Science) (Computers)** from **PES Institute of Technology, Bangalore** in **2017**

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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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