

# Naitik Chavda

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## Summary

Customer Success Manager with more than **one and a half years** of experience analyzing complaints, developing new procedures, implementing customer retention campaigns, collecting feedbacks and seeking to leverage my technical presales experience as a CSM at AllEvents.in.

## Skills

Customer Success Management	Interpersonal	Communication
Resilient (Always Follow-up)	Relational Intelligence	Strong written and oral communication skills
Assertive / Confident / Leader	Relationship Building / Cooperative	(English, Hindi, Gujarati)
Problem-solver	Anticipate prospects pain points	Excellent email writing skills

## Software Tools

Ad Manager, Calendly, Clevertap, FirstPromoter, Freshdesk, Freshsales, Google Analytics, Google Workspace, G2 Crowd, HelpScout, Notion, Slack, Smartlook, Wootric, Zapier.

## Experience

**AllEvents.in** | Customer Success Manager      **Full-Time Remote** | **08.2020 - Present (18 Months)**

- Collaborated with software engineers to identify improvement opportunities and integrate new features while still training new hires.
- Coordinated with the Sales and Product Departments in providing report analysis of trends in customer behaviour and user experience every three months.
- Enhanced customer satisfaction by providing ongoing, proactive support throughout the customer life cycle and following up with clients to renew contracts and drive user adoption
- Getting AllEvents on G2 and started collecting reviews over G2 by taking feedback's from customers through different intent
- Checking up with high potential clients on a month-on-month basis and looking for overall insights of datasheet every quarter
- Used Freshsales tools and reports to track sales operation activities and increased company's overall revenue by 10%

- Managed on-ground activities for the ongoing events and posting continuous updates of the event on social platforms
- As a student ambassador, making people aware of the brand by hosting different activities in the university.

- Hosted various activities in university to increase the app install to get engagement on ongoing discount sales.
- Used Affiliate marketing and increased the referrals resulting in increasing revenue

### **Education**

- **Cumulative GPA: 6.2/10**

**Additional Courses:** Excel Skills for Business: Essentials, Better Business Writing Skills

### **Interests**

<b>Music Production &amp; Djing</b>	<b>Videography - Travelling</b>	<b>Idea-giver</b>
Produced my first single called " <b>Chase The World</b> " with <b>58k+</b> plays on Spotify	Not so good at it, but trying to make travel vlogs and edit them as well	I am always working on different problems and getting new ideas to solve that.
Performed at various venues as well as concerts in front of <b>2000+</b> Audience	Covered majority of North, North-east, and Western parts of India	Always thinking of optimizing the current roadmap as well as product roadmap