

RAJ KUMAR YADAV

Senior Customer Success Manager

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SUMMARY

Accomplished Customer Success and Business Development Manager with over 6.5 years of experience in driving customer satisfaction, optimizing e-commerce processes, and managing high ticket accounts. Proven ability to manage complex integrations, resolve issues in real-time, and enhance customer experiences through data-driven insights. Adept at supporting global clients, managing revenue collection, and providing consulting services to optimize software and business processes.

EDUCATION

ITM University, Gwalior

Master of Computer Applications
2014 - 2016

Punjabi University, Patiala

Bachelor of Computer Applications
2011 - 2023

SKILLS

- Customer Experience
- Customer Onboarding
- Product Management
- Account Management
- Communication Skills
- Customer Satisfaction
- Customer Support
- Problem Solving
- Analytical Skills

PROFESSIONAL EXPERIENCE

Senior Customer Success Manager

CEDCOSS Technologies Pvt. | 2020 - Present

- Assist clients for product onboarding on daily basis and ensure smooth transition
- Develop onboarding steps, making user interface easy to understand
- Assist clients with queries and business requirements through online meetings, chat or on call.
- Provide customized pricing plans, manage account pre and post sales
- Acquire business reviews on various platforms, analyze feedbacks and improve quality of the services
- Manage account and client data on CRM
- Conduct daily and weekly meeting to monitor performance and deadlines
- Collaborate with cross teams to successfully delivery services

Senior Business Development Manager

JSM Infotech Ltd. | 08/2019- 12/2019

- **Lead Generation:** Generated leads for the business through cold calling, effectively offering website design and marketing services to potential clients.
- **Sales & Client Acquisition:** Engaged with prospective clients to understand their needs and presented tailored solutions, driving sales and expanding the client base.
- **Development Collaboration:** Worked closely with development teams to ensure website designs met client specifications and delivered high-quality results.
- **Sales Tracking:** Monitored sales metrics, created datasets, and provided reports to inform business strategies and track progress against targets.
- **Employee Training:** Trained new employees within the business development team, imparting knowledge on lead generation techniques, sales strategies, and service offerings.

CERTIFICATIONS

- Digital Marketing by HubSpot Academy
- CEFR C1 Advanced English Proficiency by British Council
- Content Marketing by HubSpot

Senior Business Development Manager

EXL Services Ltd. | 06/2018- 10/2018

- **Real-Time Troubleshooting:** Addressed customer inquiries and resolved issues through real-time troubleshooting
- **Customer Support & Revenue Collection:** Provided call support to UK-based customers, successfully managing accounts and collecting revenue for British Gas.
- **Client Consulting & Software Optimization:** Delivered consulting services to clients, aiding in the optimization of their software requirements, and ensuring solutions aligned with business needs.
- **Analytical Expertise:** Demonstrated strong analytical skills in evaluating client processes, offering insights, and recommending tailored solutions to improve efficiency and performance.

Amazon Seller Support Representative

Concentrix Daksh Ltd. | 05/2017- 06/2018

- **Back-End & Seller Support:** Provided back-end support, including email and chat assistance, to Amazon sellers, helping them navigate the platform and resolve listing issues.
- **Product Listing and Issue Resolution:** Assisted Amazon sellers in listing products on the platform and addressed any issues related to listings to ensure compliance with Amazon's guidelines.
- **Feedback Management:** Contributed to the feedback removal team by reviewing and removing feedback that violated Amazon's policies, maintaining the integrity of seller profiles.
- **Shift Flexibility:** Worked across rotational shifts, including US and UK time zones, to ensure continuous support for global sellers.
- **E-commerce Expertise:** Gained hands-on experience with e-commerce software and SaaS products, enhancing the overall support provided to sellers on the Amazon platform.