

Siby Jose

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A performance-driven customer success professional with 10 years of experience in managing global accounts and building long-term customer relationships. Excellent verbal and written communication skills with proficiency in gathering market intel and forecasting trends to optimize plans. Proven ability to deliver in a fast-paced environment coupled with working in cross-functional roles providing client service & post-sales service.

Good knowledge of MS Office suite and G-Suite. Worked on various ERP, CRM, and business applications like Trello, HubSpot, Slack, ZenDesk, etc.

AREA OF EXPERTISE & STRENGTHS

Strategic Business Development
Customer Success
Client relationships
Negotiations

Business Operations
SaaS
Account Management
Impactful Communication

Change Enabler
People Management
Collaboration & Highly Adaptive
Project Management

PROFESSIONAL EXPERIENCE

Lynk, Mumbai

Jun 2019 – Present

Lynk powers the new knowledge economy. Using an AI-driven knowledge management platform, we aim to, seek, build and share credible human expertise to create a knowledge advantage. Our platform unlocks the insights, experience and expertise of experts from around the world, helping people and companies make better-informed decisions.

Principal - Global Account Manager

- Managed book of business to maintain positive relationships and make effective financial or client-related decisions.
- Responsible for developing new business opportunities, across select accounts globally.
- Liaised with sales and marketing teams to complete client onboarding successfully.
- Engaged in product training and demonstration calls with clients along with addressing their issues and concerns.
- Responsible for managing a team of 10 associates ensuring efficient project management and delivery.
- Responsible for coaching newly hired team members due to strengths in translating product complexities into easily understandable terms.
- Resolved problems with high-profile customers to maintain and improve relationships.
- Built relationships with customers to establish long-term business growth.
- Worked on new strategies to improve the overall customer experience, minimize churn, and increase customer satisfaction scores.
- Worked with top investment institutions and management consulting firms globally.

Al-Thabitiah Trading EST, Saudi Arabia**Jan 2013- Dec 2018**

Al-Thabitiah Trading is a renowned Digital Printing Company dealing with retail giants in the Kingdom of Saudi Arabia.

Account Manager**Management:**

- Managed all activities of the sales and production for Lulu hypermarket and RedTag retail stores.
- Built and developed new revenue opportunities with new and existing customers generating additional 122,100 Saudi rials in revenue.
- Engage with decision-makers to understand business challenges, customer needs, and scope.
- Assist the sales management team to manage organizational effectiveness, efficiency, and alignment of all resources with revenue gains in mind.
- Closely work with the deployment team to ensure the assigned job is completed within the agreed SLA.
- Act as a technical consultant to the client for the best possible solution to their demands.
- Handled client escalations with successful resolution management.
- Create professional presentations for proposals and bids to potential customers.

Training:

- Advised and counselled sales management in the effective use and deployment of resources.
- Participated in the recruitment and development of business partners.
- Trained partners on solutions and supported them in the implementation of action plans.

Accomplishments:

- Achieved an increase by 50,000 rials in sales through existing customers by providing new concepts and technology
- Streamlined production process to ensure smooth and efficient flow of work by reducing production time by $\frac{1}{3}$
- Helped in the expansion of business scope by providing research and technical advice for new products

Convergys India Services Ltd, India**Aug 2005 - Dec 2012**

Convergys is a leading international BPO, providing customer service to an Australian telecom service. Started as a Customer service officer, later on, promoted as a team manager

Team Manager

- Led a 20-person team and provided first-level support for a global client base throughout Australia.
- Maintained QA standards for the team, ensured calls were compliant with firm standards, escalated issues as needed, and maintained communication with customers and management teams.
- Trained staff and monitored progress for the extent of their probationary period while achieving high levels of productivity, handling 100+ daily calls.
- Performed daily floor management which consisted of a total of 50+ associates.
- Prepared reports with a view to monitor the performance & efficiency of team members, ensuring compliance with pre-set quality parameters so that the business can achieve the key metrics.
- Provide consistent and ongoing mentoring, coaching and training that focus on improving call center leadership, morale, and performance and employee retention.
- Exceeded customer needs and expectations through first contact resolution
- Coached and mentored team members through the use of call monitors, team huddles, and monthly employee development plans, ensuring accurate and timely feedback and guidance necessary to ensure team members meet their goals
- Participated in the development and enhancement of general processes and/or coaching procedures for service & productivity goals

Accomplishments:

- Received the annual operational award for consistently meeting targets.
- Received award for lowest attritions in a year (4% for the year compared to the target of 7%)
- Received monthly and quarterly awards for best performance in achieving targets

EDUCATION**Mumbai University**

Bachelor's Degree in Commerce