

Suchit Pandya

Lean Six Sigma Green Belt with a well-trodden experience of 11+ years

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Objective

Utilizing the skills, knowledge and experience to serve and help towards the business growth of an organization, expanding the existing client base by focusing on Success, Retention, and Growth while maintaining an excellent and at par client relationship

Professional Summary

More than 11 years of expertise in defining customer service and business relationship in different sectors, including but not limited to Customer Success, Key Account and Strategic Account Management, Project Management, Team Management, Business Analysis, Customer Service and Support, etc.

Creating exceptional business/functional requirements using cases and test plans from product & service definitions, streamlining the current business and enhancing it further. Strong listening and interpretative skills for facilitating the understanding of issues and solutions. Excelled in project leadership role by managing/coordinating complex projects that involved enhancements to existing platforms.

Functional Skills

- Logical and Analytic approach
- Sustaining process improvements
- Problem Solving
- Team Management
- Root Cause Analysis
- Expectation Management
- Data Driven Decision making
- Business focused identifying improvement opportunities

Technical Skills

- Optimum efficiency in MS Office
- Cloud Computing / SaaS

Work Experience

1) **Strategic Account Manager** -- eClinicalWorks India Pvt. Ltd

Apr 2015 to Present

Customer Success, Satisfaction and Retention portfolio on Cloud, SaaS platform

Responsible for Developing Client Relationship, promoting retention and loyalty

- Primary point of contact for more than 75 clients (Includes Enterprise and Individual clients) with 500 plus users, helping them get onboard, adopt, user experience and satisfaction driver; leading to manage a monthly revenue of more than \$110,000 a month which includes cross-sell and upselling of additional products and services, thereby gauging the annual renewal rate based on client contract
- Success ratio of more than 98% with Customer Satisfaction and Retention being the customer advocate and help them with constant learning provided to them, influencing or promoting the use of products or services
- Working with cross-functional teams such as Product Development, Sales, Customer Support, Technical Support, Project Managers and Business Analysts to ensure sustaining satisfaction is delivered to the customers simultaneously working with them to minimize internal dependencies and ensure a smooth resolution for the customers

- Identifying the Opportunities and Threats for the business through thorough their business models and working with respective teams and management to curb them for better business relationship and retention for the clients, ensuring the pro-active approach leads to resolving not just the existing, but foreseen customer issues and challenges.
- Identify the Risks and Challenges for the customers while working on the daily satisfaction level, leading analysis to be worked upon by respective internal teams for sustaining business
- Generating and maintaining periodic reports to track health and progress of customers' usage of products and services: weekly, monthly and yearly
- Expectation and Escalation management through constant follow up, bi-weekly meetings, in the life-cycle of the client based progress analysis conducted
- Focusing on internal process enhancements leading to a better customer experience and eliminate lags in service delivery in turn working to increase Customer Satisfaction

2) Operations Manager – MS Info Solutions

Jun 2014 to Mar 2015

Leading a team of 1 Supervisor, 2 Team Leads & 32 Call Center Agents (US Medical Lawsuit Leads)

- Complete Operations handled for more than 35 employees in the company, whilst being the Business Operations Head for the start-up
- Daily Sales reporting of leads converted by the employees, making sure they achieve minimum target provided to each individual based on their strength
- Daily client communication over conference calls and video calls to discuss the status of sales reports and enhancements related to changes in the work flow, if any
- Planning and Executing the Business Strategies in accordance to the Client Success and Retention for the business set up, sustaining the current clients while enhancing
- Salary and incentive structure defining for the employees, along with the taking care of office expenses
- Conducting regular briefings of TLs and Supervisor on a daily basis discussing various ways and means to achieve the desired targets, together with the appraisal reports of the team members
- Weekly coaching and briefing team members, conducting evaluation by tracking their performance, and giving feedback and appreciation as and when it should be done; along with listening to grievances of the team members and solve them as soon as possible, whenever approached
- Keeping a track of lost clients, so as to eliminate any mistakes or misfortunes for the business

3) Executive – Vodafone Shared Services India Ltd

Jan 2012 to Feb 2014

UK Back Office - Executive

- Conducting and completing back office requests for enterprise & public sector (UK Government) clients as was appointed a pilot executive to work on project to be transitioned from the UK to India office, alongside 6 other team recruits
- Liaison with Vodafone UK stake holders, Account Managers / Corporate Managers making sure the process is defined and the standard protocols are being followed
- Successfully curbed and reduced the SLA for the process post transition from 7 days to 5 days based on process improvement, by applying lean management and six sigma rules with the help of senior process executive from the UK (off-shore)
- Responsible for growth of team, recruiting and training 9 individuals as a part of process growth and changing the SOP through validation with Management and UK account managers
- Maintaining database of the audits, agent reviews and KRA achievements of team members to facilitate and enhance the team performance for next quarter
- Achieved all time high turnover of corporate business in the whole of UK, post transition while reducing the process time and eventually operation costs (18% more than the last registered revenue mapped)
- Was appointed as POC for any quality related update between the QA team and mine

- Mentoring newly joined and trained them on the process workflow from December 2012 till relieved from duty after appointed as POC

4) Sr Customer Service Representative – Motif India InfoTech Private Ltd

Jun 2008 to Jan 2012

Email and Web-Chat Support for eBay UK (Sellers-Billing)

- From Jr executive to Executive, to Sr executive, worked with Client managers to ensure consistent customer assistance through email and web-chat through end users as sellers.
- Quarterly presentation of review discussion, focusing on areas of improvement, floating achievements and appreciations received from the clients
- Conducting Interviews for process recruits and assisting training team for process knowledge gap identification and working with team in getting the same achieved through training and quarterly quiz score analysis
- Mentoring newly joined (giving OJT) assisting them to understand process and preparing assessments for qualifying their role
- Acting Team Lead for the last year of tenure, achieved Best Team leader prospect recognition by the management
- Started off as a junior customer service representative and was promoted to executive, to senior executive during the tenure

Education

2018 - Six Sigma – Green Belt March 2018 - <https://certificatesbenchmarksixsigma.com/nohghl6n>

2010 - 50%, BCom, Ahmedabad (Sahajanand College of Arts and Commerce)

2007 - 69%, HSC – Mumbai (Bhavan's College of commerce)

2005 - 77%, SSC – Mumbai (OLN High School)

Personal Info

Date of Birth	-	7th Nov 1989
Gender	-	Male
Nationality	-	Indian
LinkedIn	-	https://www.linkedin.com/in/suchit-pandya-6522b324/