



Noor Mohammad

Customer Success Manager

CONTACT



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SKILLS

MIS

CSM/CRM

Leadership

Project management

Strategic planning

Business process

Inventory management

Logistics management

Team management

AWARD

Best Customer Centricity Award-2021

National Award for Kabaddi
Championship

EDUCATION

Senior Secondary

Kendriya Vidyalaya

2012-2013

B.com

University of Rajasthan

2013-2016

LANGUAGES

English



Hindi



Gujarati



PROFILE

Customer Success Manager with 5+ years of experience in the Transportation and Logistics industry, I excel in building and maintaining strong client relationships while delivering exceptional customer care. With expertise in IoT, Fleet Management, Personal Tracking, Software Solutions, and Telematics, I offer valuable insights and solutions to clients.

My skills in SaaS, Blockchain, Supply Chain Management, TMS, Inventory Management, and more have contributed to my success in the industry.

I am a proud recipient of the Best Customer Centricity award, and my leadership skills have enabled me to manage teams in Operations successfully.

My time management skills, communication, and problem-solving abilities allow me to prioritize work schedules, build trusting relationships with clients, and exceed expectations. I am passionate about delivering exceptional customer service and look forward to driving success for my company and clients.

WORK EXPERIENCE

Tracknow Pvt Ltd

Customer Success Manager Nov 2022- Present

Expertise in managing multiple major clients and overseeing operations teams and technicians across India. I have a strong track record of success in project management, managing tenders through GeM, onboarding clients, billing and collection, managing inventory and reverse logistics, providing product demos and training, developing strategic plans, refining business processes, and ensuring a customer-centric approach. With strong leadership and problem-solving skills, I am dedicated to optimizing logistics management and identifying and solving problems to drive organizational success.

Fleetx Technologies Pvt Ltd

Key Account Management May 2022- Nov 2022

Solve Client & Transporters queries & escalations (**GRASIM**)

Managed Control Tower daily activities

Reverse Logistics

Billing and collection

meetings and visit

Reporting to client & HOD

Monitoring Executive & Technician activities

In Bound & Out Bound process

EPOD

Axestrack Software Solutions

Operation (Control Tower) 2021-2022

Managed operation process for **HINDALCO**

Managed 1800+ Transporter for better work flow

5000+ GPS Reverse Logistics

CSM/CRM

Inventory management

Managed Technician all over pan India

Solve tickets for smooth operation

Monitoring coal theft

ITG Telematics Pvt Ltd

Team Lead-Operation 2016-2018

Managed major clients like OLA & Zoom cars

Assisted team and work for better brand image and customer satisfaction

Communicating & Team management

Excel & Reporting

Meetings with Transporters for better result

Monitoring sensitive tracking like snowman, School buses & Ambulance

fulfil client requirements