



Santosh Singh Jadon

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RESUME

[Customer Success Manager]

Dear Mam / Sir,

I am a highly motivated Mechanical Engineer with a Bachelor's Of Technology (Mechanical Engineer) but 5+ years of practical experience in Sales Marketing & Customer Relationship. I am very interested in joining the new challenges and new task. I am a result-oriented human being with positive attitude toward life.

In my previous job position as a Customer Success Manager in a Bunch Micro technologies Pvt Ltd (Classplus), Bhopal, Madhya Pradesh. I was maintained the customer base of entire Madhya Pradesh with management skills and the ability to improve communication with the Delight & Tech team. As I am required to ensure the proper onboarding the customer with provide them complete product training for their business growth. I also lead the team of 4 field CSM's for different major cities of Madhya Pradesh.

I have a knowledge of Customer Technical Support, Customer Queries Handling, Customer Relationship, Retention, Renewals, Upselling, Onboarding, Team Handling, Relationship Building, Increase DAU Ratio, Customer Product Engagement, Customer Technical Support etc.

I am a good team player and I have the ability to manage a group of team. I am confident that I possess the above mentioned skills, which will help me to perform the job efficiently and effectively.

I am certain that my presence in your team and your organization will prove to be beneficial to your organization. As such, I would welcome an opportunity to interact with you to evaluate your requirements and share my ideas. I look forward to your call.

Thank you for your attention and consideration.

Thanking you.

Yours Sincerely,

SANTOSH SINGH JADON

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Objective

Strategic sales and customer relationship expert with a successful history of driving revenue through dynamic client engagement. Proven ability to build and nurture relationships, leading to increased customer satisfaction and loyalty. Skilled in implementing innovative sales strategies, leveraging CRM tools, and collaborating cross-functionally to exceed targets. A results-oriented professional dedicated to delivering exceptional service and fostering long-term partnerships.

Experience

- Dilip Buildcon Ltd** May 2017 - Feb 2019
Mechanical Store Assistant
 - Maintain the record of material issued in vehicles & machineries with proper quantity and vehicle number.
 - Maintain the proper record file of M.R.R (Material Received Report).
 - Maintain the proper record file of G.R.N (Good's Received Notes).
 - In condition of sudden breakdown of any machinery I have to arrange new parts & tools in a very short period of time to restart that machinery.
 - Trouble shooting– Determining causes of breakdown errors and deciding what to do about it.
 - Preventive maintenance of tools used in rare cases, Maintain the air pressure in Air Compressor.
- Classplus** Aug 2019 - Dec 2021
Sr. Customer Success Manager
 - Developed detailed plans based on broad guidance and direction.
 - Implemented effective communication strategies that fostered long-lasting connections with customers.
 - Conducted post-implementation follow-ups to solicit valuable feedback from customers, enabling further enhancements in service quality.
 - Maintain C-SAT Ratio, NPS, Occupancy, CPH & ASA.
 - Also handles the Call Audit Parameters and Quality Check in the phase of COVID.
 - Managed and mentored team of 5 Field CSM's to continuously deliver exceptional service.
 - Provide technical support to the Tutors for conducting a live classes on different platforms at same time.
 - Guide Them how to promote their courses through app & social media.
- Byju's Tuition Center** April 2022 - July 2023
Service Manager
 - Customer onboarding and trained them properly to use our product.
 - Maintained team productivity and quality of service by establishing and maintaining clear benchmarks.
 - Improved staffing during busy periods by creating employee schedules and monitoring call-outs.
 - Ensured compliance with industry regulations by staying current on relevant updates and adjusting company policies accordingly.
 - Managed a team of Service, Sales, Acads & Marketing for timely completion of Center Revenue Targets and Maintain CSAT Ratio.
 - Upheld team productivity and quality objectives by setting and maintaining clear benchmarks for service, sales & academics.
- Propyards Infratech Pvt Ltd** Sep 2023 - Present
Sr. Sales Manager
 - Boosted marketing, reviewed pricing strategies and expanded distribution channels to increase sales revenue.
 - Achieved established KPI for company, regional team and individual performance through teamwork and focus on customers.
 - Led training sessions for new agents, enhancing their knowledge of the market and sales techniques.
 - Negotiated favorable contracts with clients, resulting in higher profit margins.

Education

- **RGPV University**
Bachelor of Engineering
6.66

2016

Skills

- Upselling (4 years)
- B2B sales (3 years)
- Time management (5 years)
- Customer service (4 years)
- Account management (3 years)
- Relationship management (5 years)
- Communication skills (6 years)
- Customer retention (4 years)
- Customer acquisition (4 years)
- Team management (4 years)

Technical Skills

- OBS Studio (3 Year's)
- Canva (4 Year's)
- MS Office (7 Year's)
- Freshdesk (3 Year's)
- Sales Force (2 Year's)
- Zendesk (2 Year's)
- Lead Square (2 Year's)
- Ozonetell (2 Year's)
- Ameyo (2 Year's)

Languages

- English
- Hindi

Personal Details

- Date of Birth : 15/12/1994
- Place : Bhopal