

# Lalit Kumar

customer success manager

Customer support and operational leader with a proven record of success in executing strategic plans to meet company objectives. Numerous achievements improving customer support through rolling out new technology and associate training programs. Highly skilled in developing high-performing teams and collaborating cross-functionally to implement business initiatives, improve workflow efficiency, and decrease operating costs.



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## WORK EXPERIENCE

### customer success manager

Medtrail technologies

09/2019 - 03/2020

Delhi

Medtrail is a fast-growing technology company, based out of Delhi with offices in 8 cities across India. its vision to equip doctors and hospital management with latest technology and transform clinics & hospitals into 'Smart Clinics' & 'Smart Hospitals' respectively. Aim to build products that require minimum behavioral change on their part.

Achievements/Tasks

- Monitored metrics and developed actionable insights to improve efficiency and performance.
- Delivered expert support and counsel to independent promotional product distributors focused on boosting sales and gross profits.
- Reviewed all customer inquiries to understand project scope while managing internal disciplines to compliantly respond.

### Sr.Assistant(Supplier & Operations)

Luminous power Technologies

03/2018 - 09/2019

Gurgaon

Achievements/Tasks

- Managed production levels, identified material shortages and monitored inventory levels to meet order delivery requirements.
- Developed and managed NCR supply base that contributed to growth of organisation
- Handled 30-35 vendors to address the continuous supply and concerns

### Production Supervisor

QH Talbros

11/2016 - 12/2017

Gurgaon

Achievements/Tasks

- Prepared, calibrated and monitored production machinery to maintain optimal production levels and consistently achieve daily targets.
- Maintained clean and well-organized production areas to avoid violations or unnecessary work delays due to hazards or inefficient layouts.

## EDUCATION

### Diploma

Government college

05/2013 - 05/2016

Jhajjar,HR

Courses

- Mechanical Engineering

## SKILLS

Customer Relations

Client service optimization

Training and mentoring

Revenue growth

Business Development

Key accounts development

Data Analysis

Relationship development

Business operations

Team management

Operations analysis

Data Mapping

Business development and planning

Outstanding interpersonal skills

## CERTIFICATES

Advanced Google Analytics

Logistics & Supply- Chain design & Operations

Google Analytics for beginners

## LANGUAGES

English

Full Professional Proficiency

Hindi

Full Professional Proficiency