Shubham Kumar

Client Support & Operations Analyst

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Profile

Client Support & Operations Analyst with 7+ years of experience in SaaS operations, customer success, and client relationship management. Proven ability to manage high-volume support queues via Zendesk across chat, email, and voice channels while maintaining 98% SLA adherence and 90%+ CSAT. Skilled in onboarding, issue resolution, and cross-functional collaboration with Product and Engineering teams to drive customer satisfaction and process improvements. Strong technical proficiency in tools like Google Sheets, Excel, and CRM platforms. Known for empathetic customer handling, analytical problem-solving, and a proactive approach to reducing churn and boosting product adoption..

Skills

Technical & Tools:
- Google Sheets
- Zendesk, Jira
- Microsoft Excel
- CRM Management
- Data Visualization & Reporting
- Dashboard Creation
- Contract Review & Validation
- SaaS Platform Operations

Customer Operations & Business Development:
- Customer Success Operations (CS Ops)
- Business Development Strategy
- Client Relationship Management
- Customer Escalation Handling
- Lead Generation & Qualification
- SLA Management
- Process Optimization
- Customer Training
- Churn Reduction

Core Competencies & Soft Skills:
- Problem Solving
- Strong Communication Skills
- Empathetic Customer Handling
- Team Collaboration
- Conflict Resolution
- Data Analysis & Interpretation
- Strategic Thinking
- Client-Centric Mindset
- Attention to Detail

Professional Experience

Customer Support Specialist
Productiv

04/2023 – present
Bengaluru, Karnataka

- Handled 60–80+ Zendesk support tickets weekly across email, chat, and phone, ensuring timely resolution and maintaining 98% SLA compliance.
- Delivered personalized onboarding support to new B2B clients, resulting in a 15% reduction in time-to-value and improved initial product adoption.
- Provided real-time chat and voice support for product issues, account setup, and feature guidance, maintaining a CSAT score of 90%+ consistently.
- Raised and tracked Jira tickets for technical bugs and feature requests, collaborating closely with Product and Engineering teams for timely resolution.
- Created internal knowledge base articles and contributed to external FAQs, improving ticket deflection by 12%.
- Collaborated cross-functionally with Customer Success, Product, and Support teams to enhance the customer experience and reduce repeat queries.
- Identified recurring issues and shared insights with the product team, leading to workflow optimizations and UI enhancements.

Senior Customer Support Specialist
Concentrix

08/2020 – 03/2022
Ranchi

- Handled complex customer queries across voice and digital channels, achieving 98% SLA adherence and maintaining CSAT consistently above 90%.
- Conducted root cause analysis on recurring issues, implementing corrective actions that reduced repeat complaints by 25%.
- Acted as primary escalation point for high-priority cases, improving resolution speed by 30% and enhancing customer trust and retention.
- Proactively engaged with dissatisfied customers, successfully recovering 85% of at-risk accounts and contributing to overall customer retention growth.
- Managed and coached a team of 5-6 customer support agents, improving their product proficiency and customer handling skills, directly contributing to higher efficiency and a consistent CSAT above 90%.

Client Relationship & Business Development Associate
Akhilagya Technologies OPC

10/2016 – 04/2020
Ranchi

- Managed full client lifecycle, driving customer satisfaction and retention, contributing to 15% revenue growth through upsell and cross-sell opportunities.
- Partnered with cross-functional teams to deliver tailored IT and software solutions, achieving 95% on-time project delivery aligned with client business requirements.
- Conducted market research and outbound prospecting to generate 30+ qualified B2B leads monthly, expanding the sales pipeline and supporting business development targets.
- Maintained and updated CRM records, tracking client interactions to enable data-driven account management and strategic growth initiatives.

Education

MBA(Marketing & Finance)
Radha Govind University

2021 – 2023
Ramgarh

BBA (Marketing)
St Xavier College

2013 – 2016
Ranchi

Projects

NUSSD (Tata Institute of Social Sciences)
Internship Trainee

06/2016 – 07/2016

Retail Insights – Mahi Store Annual Report 2025 ⧉

Courses

Business Analytics
Relevel

Salesforce for Sales Managers ⧉
Linkedin Learning

Generative AI ⧉
Linkedin Learning

Lean Six Sigma Foundations ⧉
LinkedIn Learning

Languages

- Hindi
- English