

# Mamoni Dutta

Customer success manager for SaaS cloud product with 4.4 years of experience. Skilled in customer onboarding, issue resolution, feature & QA testing. Proven leadership as Cloud Support Lead, managing teams to ensure high-quality service and customer satisfaction. Strong problem-solving, technical expertise, and team management abilities.

## Work Experience

### Customer Success Manager | Spektra Systems

Oct 2023 -Present

#### Project: SaaS (cloud security related clients)


- Guided new customers through the onboarding process, ensuring they understand how to use the company's products or services effectively
- Served as the primary point of contact for customers after implementation.
- Monitored and tracked customer support metrics to identify trends, areas for improvement, and potential issues
- Managed the subscription renewal pipeline and maintain cognizance of customer health in order to proactively eliminate barriers to adoption and value.
- Plan education for customers on new features and releases.
- Worked closely with other departments such as sales, product development, and engineering to address customer needs and improve product offerings
- Gathered and analyzed customer feedback to identify areas for improvement in products or services. Report findings to relevant departments to facilitate enhancements.
- Helped customers resolve issues, including case and escalation management, root-cause analysis, and special projects.
- Tested new features and bug fixes during production/UAT/Pre-Prod deployments.
- Utilized Managed package in Salesforce, effectively configuring its components and overseeing the installation process.

### Cloud Support Team Lead | Spektra Systems

July 2022 - Sept 2023

- Guided team members on timely resolution of issues, ensuring a smooth and efficient execution of the solution implementation
- Lead discussions with internal teams, including Operations, Product Management and Engineering, to ensure seamless on-time delivery of services and solutions.
- Lead discussions and manage communication with customers/partners during implementation projects, ensuring clear communication and high levels of customer satisfaction through a customer-first approach.

## Contact

 +91-9547447180

 [mamoni31dutta@gmail.com](mailto:mamoni31dutta@gmail.com)

## Skills

- **Programming and Scripting:** Basics of Python, shell script, SQL.
- **CRM tool:** Salesforce, HubSpot, Zoho Desk
- **Cloud Platforms:** Azure, AWS, GCP (SaaS)
- **Directory Services:** Active Directory
- **IT Service Management:** Azure DevOps
- **MS Office:** MS Excel, MS Word, MS PowerPoint, MS 365
- **Salesforce:** Salesforce Lightning Experience, Flows, Reports, Dashboard, Data load

## Educational Background

- **Master of Computer Application (MCA)**  
Netaji Subhash Engineering College (MKAUT- formerly known as WBUT)  
2017 – 2020  
71.3%
- **Bachelor of Computer Application (BCA)**  
Michael Madhusudan Memorial College (The University of Burdwan)  
2014-2017  
62.74%
- **Intermediate**  
Kanksha Girls High School, WBCHSE  
2012 – 2014  
52.6%

## **Cloud Support specialist | Spektra Systems**    Nov 2020 – July 2022

- Maintained a high level of customer satisfaction by providing clear communication, regular updates, and timely resolutions.
- Regularly monitored system performance and alerts and take preventive measures to avoid potential issues.
- Respond to incoming support requests via email, or ticketing system, ensuring all incidents are logged and tracked appropriately.
- Follow the SLA Process and Diagnose and resolve basic issues, providing step-by-step assistance to users.

## **Coursework**

- Azure Fundamentals

## **Awards and Recognitions**

- Phenomenal Leadership Certificate in current organization.
- Customer Centricity Award in current organization