Vishnu Kumar Kanti

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PROFESSIONAL SUMMARY

Customer success professional with 3+ years of experience in client onboarding, retention, support, CRM automation, API integrations, and product adoption. Skilled in managing customer relationships, driving engagement, and collaborating with cross-functional teams to enhance experience and growth. Proven ability to improve retention, identify upsell opportunities, and proactively resolve issues to boost satisfaction and loyalty.

WORK EXPERIENCE

Account Specialist | GoHighLevel (GHL) | July 2023 – Jan 2025

- Managed a portfolio of 200+ B2B clients, focusing on product adoption and resolving escalations.
- Increased customer retention by 12% in the first month and 8% in the second month through proactive engagement.
- Led customer onboarding via live Zoom sessions, ensuring seamless adoption and long-term engagement.
- Configured Google Cloud services, integrated APNS to Google Firebase, managed Twilio certificates, and set up Android APIs to optimize customer platform functionality.
- Identified and leveraged upsell/cross-sell opportunities, contributing to increased revenue and customer lifetime value.
- Proactively gathered customer feedback, influencing product roadmaps and improvements in UI/UX features.
- Automated onboarding workflows using Zapier, reducing manual effort and improving efficiency.
- Collaborated with sales and product teams to enhance customer experience and drive loyalty.

Customer Support Representative | SearaHealth | Aug 2022 – May 2023

- Established customer support processes, defined SLAs, and created a self-service knowledge base to enhance customer success.
- Resolved 1000+ support tickets using Salesforce, achieving high CSAT scores and improving response times.
- Acted as a bridge between customers and product teams, providing insights for feature enhancements and issue resolution.

Technical Sales Engineer | FTD Automation Pvt. Ltd. | July 2021 – Nov 2021

- Conducted product demos and training, assisting clients with software and hardware solutions.
- Provided technical support through Zendesk, improving customer adoption and reducing churn.
- Assisted in PCB testing and product simulations, ensuring a seamless customer experience.

Digital Interaction Advisor | [24]7.ai | Aug 2017 – Dec 2017

- Provided chat and voice support for Sears, handling billing, refunds, and product-related queries.
- Ensured high customer satisfaction scores through effective problem resolution.

EDUCATION

Bachelor of Engineering (B.E.) | Electrical and Electronics Engineering
New Horizon College of Engineering

SKILLS & TOOLS

Customer Success & Account Management

- Customer Relationship Management (CRM)
- Customer Onboarding & Training
- Renewals, Retention & Churn Reduction
- Upselling & Cross-selling Strategies
- Product Adoption & Customer Engagement
- Escalation & Issue Resolution
- Customer Success Metrics (NPS, CSAT, Churn Analysis)

Technical & Data Analysis

- MySQL, HTML, CSS, JSON, API Testing (Postman, VS Code)
- Google Cloud Console, Google Firebase, Apple Developer Tools

CRM & Productivity Tools

- Salesforce, Zendesk, Freshdesk, ClickUp, ServiceNow, Jira, GHL
- Microsoft Office, Google Suite, Slack, Zapier

Soft Skills

- Communication & Negotiation
- Problem-Solving & Critical Thinking
- Customer Advocacy & Consultative Sales
- Process Optimization & Team Collaboration