



Chetan Mange

Customer Success Manager

Contact

✉ chetanmange30@gmail.com

☎ 9511805609

📍 Pune, IN

🌐 Chetan Mange | LinkedIn

Skills

- HRMS - Attendance and Payroll
- Customer Onboarding
- Customer Account Management
- Customer Retention
- Microsoft Office & CRMs
- Sales & Support Pipeline Management
- Product Training
- Escalations Management
- Revenue Management
- Cross & Upsell

Education Background

- **Dr. Ambedkar Institute of Mgmt. Studies and Research, Nagpur**
Master's in Business Administration
Completed in 2022 with 79.2%
- **Dr. Ambedkar Institute of Mgmt. Studies and Research, Nagpur**
Bachelor of Commerce in
Computer Application
Completed in 2020 with 66.40%

About

Customer centric CSM in the HR Tech SaaS industry. Proven track record of building strong CRM, increasing retention rates & driving revenue growth. Excellent communication and problem-solving skills, thriving in fast-paced environments and collaborating with cross-functional teams to exceed customer expectations.

Professional Experience

Runtime Software Pvt. Ltd. | Customer Success Manager

Dec 2022 – Present | Pune

- Runtime HRMS, a unified cloud-based SaaS platform
- Managing Leads data to schedule a product demo with HR Team of customers
- Implementation and customisation of software to meet client specifications and regulatory requirements
- Providing Product Training to new customers for weeks and Technical Support to address customer queries by phone, meetings, emails and helpdesk tickets
- Documenting payroll queries and resolutions in the CRM
- Managed Attendance & Payroll for 250+ MSME clients, overseeing data for over 15,000 employees
- Working closely with product team to prioritize product enhancements and feature releases
- Driving growth by upsell, cross sell, renewals, maximizing ARPU, MRR, AU, REV & maintaining a churn rate below 3%
- Achieved over 80% account adoption within 14 days of training, driving a 30% increase in account renewals.

Think & Learn Pvt. Ltd. – BYJU'S | Sales Service Provider

Aug 2022 – Nov 2022 | Pune

- Trained on Byju's Product, Sales Pitch & Operational Processes relevant to the sales
- Called 150+ customers daily to demonstrate the Byju's unique way of learning to students and parents
- Conducted the 50+ Demos & Converted the sale

Motion Pickers | Co-Founder

Nov 2018 – Mar 2022 | Nagpur

- Founded in 2018, Motion Pickers is a Digital Strategy and Marketing firm that has helped over 200 businesses strengthen their online presence
- Successfully managed sales, marketing and a team of 70 freelancers, ensuring the company's growth & stability