



SHUBHANSH KHARE

Customer Service Team Lead



7509182274



shubhanshkhare0@gmail.com



linkedin.com/in/shubhansh2101



Indore, India

Professional Summary

Customer Service Team Lead with 5+ years of experience in driving customer satisfaction (**CSAT**), **Retention**, and **Renewal**. Adept at handling customer relationships, implementing strategic **upselling** and **cross-selling** techniques, and ensuring high **renewal rates**. Proven ability to lead support teams, optimize processes, and leverage data insights to enhance customer experience and business outcomes.

Education

Bachelor of Engineering, GGITS

08/2014 – 04/2018 | Jabalpur, India

Work Experience

Customer Service Team Lead, Unacademy

06/2023 – 07/2024 | Indore, India

- Led customer support operations, ensuring seamless resolution of student and parent queries, driving **95%+ CSAT** rates.
- Implemented **retention strategies**, reducing churn and enhancing customer engagement.
- Developed and executed **upselling and cross-selling initiatives**, boosting revenue and maximizing customer lifetime value.
- Analyzed customer data to identify growth opportunities and optimize service offerings.
- Provided **personalized customer support**, resolving escalations and improving overall experience.
- Trained and mentored team members on **customer success best practices and sales strategies**.

Senior Customer Support Associate, BYJU'S

05/2022 – 06/2023 | Indore, India

- Provided **online support** and guidance to students, ensuring seamless onboarding and issue resolution.
- Addressed **customer concerns promptly**, driving higher engagement and customer satisfaction.
- Assisted in developing automated support solutions using **Google Workspace and CRM tools like Salesforce**.

Customer Service Specialist, Vedantu Innovations Pvt Ltd

07/2021 – 05/2022 | Indore, India

- Delivered customer support across chat, email, and phone, addressing queries related to course selection and technical issues.
- Implemented process improvements to streamline ticket resolution and improve customer experiences.
- Collaborated with cross-functional teams to enhance service delivery, support automation, and complainthandling.

TeamMate - Customer Support, TaskUs India Pvt Ltd

02/2020 – 04/2021 | Indore, India

- Provided **technical and customer support** for global clients, handling high-volume queries efficiently.
- Assisted in training and mentoring new team members to improve **customer response times and issue resolution rates**.
- Utilized **Zendesk and Google Workspace** to track support tickets and optimize service delivery.

Supervisor, Larsen & Toubro Pvt Ltd

01/2019 – 01/2020 | Dewas, India

- Team Management: Managed a team of 75+ members, ensuring their responsibilities were met and productivity remained high.
- Client & HR Management: Handled client needs and HR/account-related issues while ensuring compliance with company policies.

Skills

- Customer Success & Retention Management
- Team Leadership & Performance Optimization
- Escalation & Conflict Resolution
- Upselling & Cross-Selling Strategies
- CRM & Customer Engagement Tools
- Renewals & Revenue Growth
- Data Analysis (Excel, Power BI, SQL)

Certificates

- Excel
- Power BI
- SQL