



# SHUBHANGI SHUKLA

## Manager Product Implementation & Adoption (Product Specialist)

As a dedicated and accomplished Manager with over 6+ years of experience in Product Implementation & Adoption, I have been at the forefront of driving success for HR solutions in the Indian market. My expertise lies in effectively implementing and adopting various B2B SaaS corporate products, including ATS, HRMS, and the Skilling suite. With a proven track record of working with renowned organizations like Naukri, my focus has been on training clients, benchmarking their progress, and sharing best practices to ensure optimal product usage. By reducing churn and ensuring customer engagement and retention, I have contributed significantly to the growth and success of my book of business. Throughout my career, I have demonstrated a thorough understanding of the complete software development lifecycle and have collaborated seamlessly with cross-functional teams to achieve outstanding results.

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## TECHNICAL/ JOB-SPECIFIC SKILLS:

Customer Success Customer On boarding SAAS Solution PreSales Product Adoption Client Services  
Customer Retention Key Account Management Account engagement plans Project Documentation  
Business process improvement Inter-departmental Coordination Software Development Life cycle  
SAAS based ATS & Integration Services Implementation Experience Product/Software Support  
Project Management Training & Performance Management Requirements Gathering

## INTERPERSONAL SKILLS:

Critical Thinking Problem Solving Attention to Detail Building and Managing Customer Relationships  
Customer Satisfaction Quick Learner Scalable trainings and Learning plans Building Partnerships  
Operations Management Stakeholder Management Customer Engagement Customer Retention

## WORK EXPERIENCE:

### Manager Product Implementation & Adoption (Product Specialist)

#### **Infoedge India Pvt. Ltd.**

Aug'2017 - Present

##### Achievements/Tasks

- Led the product adoption and implementation efforts for a portfolio of key clients, ensuring successful onboarding and adoption of the company's products.
- Collaborated closely with clients to understand their business objectives and requirements, translating them into effective implementation strategies.
- Developed and delivered comprehensive training programs, user guides, and documentation to facilitate user adoption and support client implementation efforts.
- Acted as the primary point of contact for clients, addressing any concerns or issues throughout the implementation process and ensuring high levels of customer satisfaction.
- Coordinated cross-functional teams, including product development, customer support, and training, to ensure seamless execution of implementation projects.
- Monitored and analyzed key adoption metrics, providing insights and recommendations to optimize product usage and drive customer success.
- Conducted post-implementation reviews with clients to gather feedback, identify areas for improvement, and drive continuous enhancement of the implementation process.
- Collaborated with product development teams to provide insights and feedback from clients, contributing to product improvements and enhancements.

- Management of internal training sessions for the entire RMS team (including departments: tech, product, sales, adoption, help desk, and senior management) and preparation of trainers to connect with customers in training and increasing product use.

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## **Corporate Recruiter (Contractual)**

### **Birlasoft Limited**

Feb'2017 – August'2017

#### Achievements/Tasks

- Owned full-cycle recruiting: interviewed, offered, negotiated, and closed candidates for assigned requisitions.
- Placed high-end technical professionals in the area of the Information Technology Industry in contract and full-time positions.
- Post ads for the job on leading job portals.
- Follow-up with all paperwork.
- Gathering data from team members and making consolidated weekly reports and presentation.

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## **Junior Recruiter**

### **Mastech Digital**

Nov'2015 – Nov'2016

#### Achievements/Tasks

- Mentoring new hire Trainees on floor for On Job Training and providing feedback on their performance.
- Handling entire recruitment cycle for Middle to Senior level positions, sourcing the best talent from diverse sources after analysis of various skill sets.
- Handling the initial round of HR interview to judge the candidate's suitability in terms of academic & professional qualification, experience, aspirations, communication skills.
- Maintaining a systematic and comprehensive database of candidates based on skill set, experience etc.
- Handling the recruitment activities like resume sourcing through different sources like Job portals, References, Networking and Head Hunting, Candidates Scheduling, Interview Line-up, Speed up joining formalities of candidates and regular interaction post joining.

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## ACHIEVEMENTS

### **Maximum Client Satisfaction**

08/2018-10/2018

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## EDUCATION

### **PGEMBA (Business Analytics)**

**IMT Ghaziabad**

**07/2021-07/2022**

### **Bachelors in Technology – Electronic & Instrumentation**

**HCST, Agra, UPTU**

**08/2008-08/2012**

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## INTRESTS



Listening to Music



Dancing



Travelling