



# Sahil Kapila



## Profile

Knowledgeable and performance-driven Customer Success Manager with a wealth of experience in managing multiple accounts, increasing sales and revenue, developing client on-boarding processes, and organizing various professional events and meetups. Possess strong customer orientation, great communication skills, excellent problem-solving skills, and significant ability to successfully lead and manage a group of people.



## Skills

Project Implementation

Customer Relationship Management

Business Analysis

Sales

Customer Retention

Account Management

Business Development

Customer Experience

Team Work

Project Management

Problem solving

Communication

Customer Service



## Work experience

2023-02 – Present  
Delhi , India

Manager- Customer Success  
Jio-Haptik

Department: Customer Success

**I am accountable for customer success in software operations for SaaS Open AI for Enterprise Customers in India/ APAC.**

- **I handled a team of 4 analysts of which two got performance awards in their first year**
- **Value KPI tracking and support to improve the value delivered**
- **Cross sell/up sell of products to existing customers. Support pre-sales activities in responding To RFPs**
- **Manage business process mapping, process re-engineering and gap analysis for continuous improvement and deliver configurations in time**

2021-10–2023-02  
Bangalore, India

Technical Account Manager  
Zycus

Department: Account Management

Job Responsibility:

- Perform a wide variety of functions, for example, weekly meetings via cadence calls, Customer Advocacy, Onsite Visits, escalation management, relationship management, CXO engagements to ensure customer satisfaction.
- Effectively document complex issues, accurately maintaining technical record to increase operational success.
- Working with stakeholders to define requirements, deliverable, milestones and SOW.

Executing administrative meetings and events to educate and guide customer on our products and services and its benefits to support customer buying selection.

2019-01 – 2021-10

Vadodara, India

## **Sr. Customer Success Manager**

### **Automation Anywhere**

Department: Account Management

#### **Job Responsibility:**

- Perform a wide variety of functions, for example, weekly meetings via cadence calls, Customer Advocacy, Onsite Visits, escalation management, relationship management, CXO engagements to ensure customer satisfaction.
- Effectively document complex issues, accurately maintaining technical record to increase operational success.
- Working with stakeholders to define requirements, deliverable, milestones and SOW.
- Executing administrative meetings and events to educate and guide customers on our products and services and its benefits to support customer buying selection.
- Implementing research activities to analyze client feedback and monitoring new and existing project plans and executions for desirable results.
- Notifying process problems and challenges to sales and marketing departments and maintaining brand relationships with sales and marketing teams and clients effectively.
- To work on product enhancements and defects to ensure better product quality.
- To assist sales in building the sales pipeline by highlighting of any upsell opportunity.

2018-05 – 2019-01

Mohali, India

## **Customer Success Manager:**

### **Authorgen Technology**

Department: Customer Success

#### **Job Responsibility:**

- Delivery, Installation and Configuration of Software Applications to specified requirements.
- Create and manage project plan in cooperation with customer's project manager.

- Establish and maintain strong client relationships through regular close contact and account management which include regular face to face meetings, telephone and mail communications.
- Configure application to meet customer needs.
- Provide best-practice guidance on customer processes.
- Work closely with the client's project team to ensure the customer's successful deployment.
- Perform Quarterly Business Reviews.

2015-12 – 2018-04  
Mohali, India

### Online Support Specialist: Authorgen Technology

Department: Support

Job Responsibility:

- Conducted online trainings for clients worldwide in one of the leading Company in educational domain WizIQ.com .
- Demonstrated significant strengths in leading teams that work on complex and intricate workflow for organizations in search of quality solutions for their corporate and customer clients.
- Successfully achieved this as a result of excellent communication skills with a strong desire to conceive unconventional solutions within a cohesive team environment.
- Currently embarking on my personal skills to keep abreast with the latest client communication techniques that are available on the internet.
- Helping Clients With integration of there Websites with Moodle, Joomla, Wordpress. Helping clients in setup the Platform and resolving all technical issues related to Integration error's and live class issues(audio and video)

2014-07 – 2015-10  
Chandigarh,  
India

### Sr. Tech Sales Rep: Ratchet Infotech

Department-Interfaces and Interoperability

Job Responsibility:

- Identifying and establishing new business.
- liaising with existing clients..
- providing pre-**sales** and post-**sales** support.
- negotiating contracts, terms and conditions.
- reviewing cost and **sales** performance.



## Education

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2009-06–2013-06  
Mohali, India

B. Tech – Computer Science Engineering  
Shaheed Udham Singh College of Engineering and Technology



## Merits & Achievements

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Received multiple appreciations from the customer across organizations for my commitment to work and relationship skills.

Rewarded as the performer of the 1H 2019 and won an award "You make a difference".



## Hobbies

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Exploring distant lands



Music



Sports



Riding & Driving