

Chetan Savita

Result-oriented polished professional with over 11+ years of experience in the tech industry with specialization in quality Partner & Customer success, strategic account management, Project Management, product adoption & productivity, consultative crossselling/upselling and retention & renewals.

Highly experienced in Contact Center-as-a-Service (CaaS) software-as-a-service (SaaS), SMB & B2B Enterprise, customer success and dedicated to provide excellent customer experience. I am a strong team player with analytical and problem-solving skills.

CORE COMPETENCIES

Customer Success
Strategic Account Management
Upselling and consultative selling
SaaS expertise
Retention & Renewals
SMB/ B2B Enterprise
Advocacy/ QBRs
CRM Systems/ Interaction Modules
Customer Relationship Management
Project management/Co-ordination
Logical analysis & problem solution
Create & Exceed KPIs
WebEx/GoToMeeting/MS TEAMS
Product Training's
ROI presentation
Escalations/ Expectation Management
Reporting & Analysis
Bugs analysis & JIRA platform
Software development life cycle

ACADEMIC DETAILS

Bachelor's Degree in **Electronic and Telecommunications Engineering**
from Rajiv Gandhi Technological University in 2010

PROFILE SUMMARY

- Initial on-boarding of accounts with SMB/enterprise-level customers, ensuring strong adoption and ongoing engagement throughout the customer's lifetime.
- Work closely with the Sales and Professional Services teams to share customer insights that inform additional product and service sales opportunities.
- Perform monthly/weekly account reviews to ensure clients are meeting goals and make recommendations to improve metrics. Meeting quarterly goals in upsells and other metrics.
- Execute a comprehensive engagement and communications strategy that proactively maintains high customer satisfaction.
- Act as an advocate for the client when resolving issues with internal departments in the organization.
- Perform periodic customer success reviews that confirm satisfaction, resolve issues with the help of the Technical Support team, Development, Sales, Marketing, Training team etc.
- Being proficient at CaaS, SaaS, CRM tools, Marketing Automation, Webinars and other available resources in order to assist accounts.
- Provide expert customer insight to product management, marketing and sales on what innovation and continuous improvement is needed in the user experience.
- Serve as the Subject Matter Expert (SME) providing guidance and addressing challenges on work/ project management and collaboration to customers.
- B2B Enterprise, CaaS, SaaS, Cloud Computing expertise.

ORGANISATIONAL EXPERIENCE

Since Jan'22-Jan'23 NICE Ltd. (NICE Interactive Solutions India Pvt. Ltd.), Pune, Maharashtra, India as Specialist Partner Success Manager

Key Result Areas:

- Manage a portfolio of customers serving as their primary business point of contact throughout their CX journey
 - Act as an escalation point to work with the cross-functional colleagues to resolve issues quickly so as not to distract from strategic conversations with the Partners.
 - Link and prescribe the adoption and use of product features/functionality and services to the achievement of key customer business outcomes and leveraging one too many adoptions campaigns
 - Understand Partners' business challenges, C-Level priorities and be able to connect NICE Solutions to customer value drivers, KPIs, and metrics
 - Create Partner Success Plans that drive overall adoption and value realization
 - Drive Partner advocacy measures (NICE Experience Score, references, etc) organize and encourage customer participation in user groups, roundtables, peer reviews, and other NICE one-to-many events.
 - Establish a regular cadence of Executive Business Reviews with the customer to track value realization and progress towards their stated business objectives
 - Prepare and deliver territory reviews to define and align account renewal and growth strategies
 - Drive cross-functional account team to align on account strategy and operations:
- Technical Account Manager to jointly realize the technical and business success of the customers
 - NICE Partners and Channel Managers to jointly align on adoption, retention, and innovation for the end customer

- Onboarding Specialists to ensure new customers are systematically introduced into NICE and begin to realize value as rapidly as possible
- Professional Services to leverage their suite of services to drive adoption and value realization pre and post-go-live
- Renewal Managers to drive strong collaboration on renewal practices that deliver high retention rates and growth of recurring revenue
- Sales Territory Executives to identify cross-sell/up-sell opportunities and drive incremental bookings
- Product Management to address product gaps and capture ideas
- Business Consulting to identify the value realization strategy
- Solution Consulting to define personalized adoption and expansion of new capabilities

July'21- Dec'21: Exxat Systems Pvt. Ltd , Greater Vadodara Area, Gujarat as Customer Success Specialist

Key Result Areas:

- | Own the ultimate responsibility for the customer's on-boarding, adoption and advocacy across a portfolio of customers
- | Understand & Align with Customer's Business Objectives, their basic environment, Roadmap, Pain Points to Strategize their Success.
- | Preparing and providing high quality training to mixed groups of both Exxat's clients and internal team members using various training techniques and delivery methods.
- | Liaising with other departments as necessary to ensure client satisfaction.
- | Learn and be well-versed with Exxat's product end to end (front end product navigation) and Allied Health Education.
- | Shadow other operations and product teams periodically to learn about the existing and new developments in Exxat's products.
- | Work with the customer to build success plans, establish critical goals, to aid the customer in achieving their objectives. Keep content updated with the product evolution.
- | Establish regular cadence (Weekly, Monthly, Quarterly) with each assigned client, review executive dashboards, and program status. Coordinate, develop, and lead customer business reviews.
- | Cement as a trusted advisor/strategic advisor with customer and drive continued value of our products and services
- | Act as the voice of the customer internally to advocate customer's needs
- | Continually measure and monitor Customer Health metrics and KPIs
- | Proactively identify issues and coordinate with internal teams to proactively remediate issues as they are identified.
- | Leverage internal tools, including Gainsight, to centrally archive customer activity and other key data points
- | Identify areas for improvement in the customer experience, both in our product and processes.

March'17- July'21: eClinicalworks Pvt Ltd, Ahmedabad, Gujarat as Strategic Account Manager

Key Result Areas:

- | Own Customer Life Cycle & Account Management – from Sales Handover, Oversee & Ensure Timely Deployment, Consistent Engagement there-on building a Relationship of Trust & Transparency.
- | Deliver Quarterly Reviews, Product Updates, Check-in's etc, (via web or onsite to reinforce) to re-enforce eCW Value, and identify Expansion & Experience Opportunities.
- | Communicate with assigned clients to assess their comfort level with the eCW EHR (SaaS), understand their business operations, and help them reach their goals through our Know Your Client initiative and exploring new business opportunities (Up selling and Crossselling).
- | Manage client requests and expectations by working with internal teams, including Interfaces, Project Management, Technical Support, Development, and Information Technology.
- | Manage customer escalations, participate in customer meetings and reviews. Partner with crossfunctional team like Sales, Advance Services, Professional Services to meet customers objective and achieve service level agreement (SLA).
- | Working as a focal point of administration for strategic clients; established and nurtured customer relationships by understanding expectations, assessing customer business, performing risk analysis and focusing on customer satisfaction.
- | Carry out detailed SWOT analysis for clients to identify and document potential issues, assess impacts, and recommend solutions.
- | Analyze practices and recommend products, features, and/or services to improve clients workflows and patient care.

March'14-Feb'17: Vodafone Global Services Pvt Ltd (Cable & Wireless Worldwide), Bengaluru as Consultant- Service Reporting

Key Result Areas:

- | End to end service reporting for premium customer which includes:
 - ✓Service Performance Report.
 - ✓Service Credit Report.
 - ✓Utilization reports.
 - ✓Detail Analysis of the Assure Performance.
 - ✓Ad hoc requirements from Customer/SM.
 - ✓Additional reporting for sub entities of Vodafone (Vodacom).
 - ✓Conduct an internal service scorecards review.

✓Facilitates the service manager for the service review meeting.

- | Service Delivery and Service Assurance scorecards to measure supplier performance and drive continuous improvements.
- | Design and develop Service Performance Report in accordance with internal standard and customer SLA needs.
- | Collate and analyze required data from different sources.
- | Produce service reports in predefined format on a periodic basis, making sure that quality standards are consistent.
- | Co-ordinate with responsible functions to ensure that the data collected and presented in the reports is correct and accurate.
- | Develop Local Work Instructions & recommendations to current reports to improve efficiency and consistency and to allow for smooth operations and easy system maintenance.
- | Perform any other duties as deemed necessary by the Line Manager.

Dec'12 – Feb'14: Motif India Infotech Pvt. Ltd, Ahmedabad as Technical Support Representative

Key Result Areas:

- | Worked as core support for the leading global e-commerce.
- | Managed client requests, troubleshoot client issues, suggested best resources and educated them to meet client satisfaction and work deadlines.
- | Steered new client on-boarding, stakeholder engagement (internal / external), process improvement and enhancement
- | Followed up with clients and internal teams to track the progress of the tasks assigned within provided SLA and client satisfaction
- | Maintained daily reports on the status of the progress and dependency on various issues.

Training's, Workshop and Tools Knowledge:

- | Quality- Six Sigma and Lean Management knowledge.
- | HTML, CSS, JAVA Script, SQL API, SSO, AI basics.
- | MS Office, SAP Business Objects, Remedy. Amdocs, Live Person, NewCo etc
- | Telecommunications Technology - Technology Basics.

Licenses & certifications:

- | Customer Success Management Fundamentals
- | Customer Service: Problem Solving and Troubleshooting
- | Foundations of Enterprise Content Management
- | Innovative Customer Service Techniques