

PRATAP KANOJIA



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📍 32, Nirav Apartment, Anand Nagar, V
asai Road West, Maharashtra, India

🚀 SKILLS

Customer Success Management

Onboarding and Retention

MS Office applications

MIS and Data analytics

Relationship and Network building

❤️ INTERESTS

Reading news articles and books

Travel and Food

Physical fitness

🗣️ LANGUAGES

English

Hindi

Marathi

🎯 OBJECTIVE

Highly Self-driven, Energetic and Versatile Customer success management professional with 11+ years of experience in managing the largest accounts for the organisation and ensuring growth through successful partnerships. Increasing CLV through customised Onboarding, Adoption and Retention strategies

💼 EXPERIENCE

Senior Customer Success Manager - IN APAC Feb 2018 - Present
ADP India Private Limited

Handled key accounts namely Ericsson, Global logic, Parle, Decathlon, ZS associates, Thyssenkrupp.

Managed and SaaS services delivery management along with overseeing the operational delivery.

Managing revenue retention and business growth for key accounts.

CxO relationship building and business reporting

Manage churn rate and Retention >95%.

Monthly/Quarterly business reviews discussing SLAs, KPIs and key metrics to understand delivery and service gaps to improve client satisfaction and business growth.

Ensure positive NPS by implementing onboarding product adoption and retention strategies

Managing client conflicts and escalations

Account mining and Upselling targets of HCM and related SaaS products.

Conduct product training and demo sessions in client offices and internal employees training and mentoring.

Webinar and events in coordination with the marketing team to upscale business operations.

Multifunctional coordination with teams in order to ensure client delivery

Client management through multiple CRM tools namely SEIBEL, COGNOS 360.

Enable the finance in lowering accounts receivables

Build short term / long term growth strategy and focus areas for assigned accounts.

Contract management and renewals with annual price increase to support organic growth

Key account manager

Appco India Private Limited

Manage key client relationships for the business

Monthly Quarterly Business reviews

Stakeholder management

Achieve assigned Monthly Quarterly Yearly targets

Dotted line reporting for 15 associates

C-level business reporting

Build strategies to achieve required business growth

Manage account churn rate

Contact management and renewals

Conflict resolution and escalation management

MIS reporting through MS office tools

Assistant manager client servicing

Crimson Interactive Private Limited

Directly handled the team of 12 + Indian and expat associates

Client query resolution

Quotations and confirmations

Client conversion from enquiry to sale

Close coordination with internal project management team for success

B2B client handling

Cold calling

MIS reporting through MS office tools



EDUCATION

Masters in Business Administration

Mumbai University

7.8

Bachelor's in Business Administration

Mumbai University

7.7



CERTIFICATIONS

Customer success management full certification course

Completed full certification course of customer success management

Learnt key onboarding, product adoption and retention strategies

Practical CSM framework

RAPAE task Model

Negotiation strategies

Customer Success Fundamentals - LinkedIn

AWS Cloud Certification - Cert prep - LinkedIn

All 4 modules of AWS Cloud

Cloud - SaaS, PaaS, IaaS

Security

Technology

Billing and Pricing

Lean Six Sigma Foundation - LinkedIn

Six sigma Green belt - LinkedIn

All modules completed

Define - Measure - Analyse - Improve - Control



PROJECTS

Ericsson India APAC

Handling end to end client management

Client retention

Quarterly business reviews

C-level business reporting

Decathlon India

End to end client management

Complete Business review

Ensure high NPS

Up selling and cross selling to increase customer lifetime value

New Product Introduction

Part of a three member board which analyses understands and develops products based on market requirements



ACHIEVEMENTS & AWARDS

Client conversion expert - award received in recognition of high end client conversion increasing revenue

Goal award in ADP for achieving required business growth and goals

Employee of the quarter 2017 APPCO India private limited



REFERENCE

Rajiv Shirke - Crimson Interactive

Vice president Global operations

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Anil Panikkar - ADP India Private limited

Director - Implementation

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