

# AMANDEEP KAUR

## CUSTOMER SUCCESS PROFESSIONAL

Energetic and performance-driven Operations & Client handling Supervisor with 10 years of experience leading teams, improving performance, identifying opportunities, and successfully defusing the toughest clients. Excellent written / verbal communication and interpersonal skills and the ability to respectfully interface with executives from various departments and divisions.

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## SKILLS

Communication	Escalation Handling	Highly organized and detail oriented
Positivity	Analytical Skills	Proactive and resourceful
Team Management	Excellent customer service skills	Committed to continuous learning
Strong work ethic	Upselling & Cross-selling products and services	Passionate about customer success
Operational Support	Identify Customer Needs	
Client Onboarding		
Customer Relationship Building		

## EXPERIENCE

### Manager-Customer Support

#### Easyrewardz Software Solutions Pvt Ltd Dec 2021 - Present

- The company is an enterprise, SME and SMB SaaS, LPaaS provider. Handling a team of
- Customer Support and Campaign executives which involves roster and leave management.
- Customer service portfolio of 90+ brands from retail to BFSI sectors, personally handling three P2 clients.
- Managing and driving the complete Operations for Customer Service and back - office activities.
- Planning, streamlining operational processes and quality assurance in day-to-day operations.
- Working on promotional campaigns via various tools (Salesforce, Clevertap etc)
- Setup 3 APAC international contact centers.
- Driving brand specific calling activities.
- Ensure TAT for various activities are met.
- Monthly, quarterly and annual analysis of CS activities and agents.
- Creating checklists and SOPs for brand-specific activities.
- Quality Analysis (QA) of inbound and outbound calls, by regularly auditing the calls.
- Ensure that team maintains AHT and work on CSAT and other related metrics.

### Manager- Customer Success & Operations

#### LegalMD Global Consulting Services Pvt Ltd Apr 2017 - Dec 2021

- Mentoring a team of client support executives to minimize customer churn & focus on retention.
- Working on CRM Salesforce & Zoho to ensure it is always up to date.
- Maintaining a strong working knowledge of clients/Member doctors, medical centres and hospitals and their insurance and legal portfolios with the company.
- Managing client communication through weekly Emails
- SMS deployments for marketing campaigns.
- Establishing coordination between The Backend and Sales Team.
- Closely dealing with our partner Insurance companies and brokers for processing the professional indemnity policy for the Doctors.
- Creating and handling client knowledge base related documents.
- Responsible for maintaining trackers and reporting for Member escalation, team revenue etc.

- Sales (DSR) , CSAT, Client Profitability - Budgeted & Forecast,
- Client Retention, CSE Reports.
- Timely training and inspection of the internal team members.
- Liaising with Vendors and Partners, internal Sales & Accounts team.
- Ensuring Vendor's Invoice and Payment tracking

### **AM - Client Servicing & Operations**

**Pramati Healthcare Pvt Ltd** *Nov 2014 - Mar 2017*

- Full-filled client service requirements on confirmed leads received from Sales Team.
- Facilitating post-sales services to existing clients.
- Being SPOC between clients and our organization. Cross-selling and up-selling value-added services to existing clients.
- Responsible for Employee recruitment and onboarding activities. Team Management along with conducting weekly performance review, attendance, refresher training.
- Responsible for updating Client Relationship Module.
- Worked on client's feedback, escalations for their resolutions.
- Controlling employee attrition and retention.
- Strong follow-up and regular interaction for client placement

### **Business Development and HR Executive**

**Happy Recruitment Pvt Ltd** *Nov 2013 - Oct 2014*

- Sourcing requirements from HR Department of our clients.
- Finding a suitable candidate profile for required positions online portals.
- Arranging interviews with concerned HR officials of the companies Closing those openings

### **BDE & Content Writer**

**Khoobsurati.com & Growthwell Education Group** *Aug 2011 - Aug 2013*

- Content writing for content marketing and Branding.
- Provided SEO content, Product description and reviews. Written Blogs and Article on several topics for 360 degree coverage.
- Freelance counselor cum BDE with GEG.

## **EDUCATION**

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### **Masters of Business Administration MBA**

**G.G.S.I.P University** *Aug 2011 - Aug 2013*

### **Bachelors of Business Administration BBA**

**G.G.S.I.P University** *Aug 2007 - Aug 2010*

## **TOOLS**

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Zoho CRM  
Hubspot  
Powerpoint  
salesforce

MS Word  
MS Office  
Sales Navigator  
Zapier

Asana  
JIRA  
Zendesk  
Freshworks