

Shiv Sharmaa

Manager - Customer Success



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Result-oriented professional targeting Senior level assignments in **Business Operations, Product & Customer Service Management**.

CORE COMPETENCIES

- Operations Management
- Business Process Improvement
- Customer Relationship Management
- Supply Chain Management
- Escalation Management
- Cross-functional coordination
- SLA/OLA/TAT Management
- Quality Compliance
- Feedback Assessment
- Complaint Resolution
- Campaign Management
- Training & Development
- Team Management

TECHNICAL SKILLS

- MS Office (Word, PowerPoint, Excel)
- Salesforce
- Freshdesk
- SQL, Mix panel

SOFT SKILLS

- Change Agent
- Team Player
- Communicator
- Innovator
- Planner
- Thinker

EDUCATION

- **B.Com. (Hons.)** from Sambalpur University, Odisha in 2016

PERSONAL DETAILS

Date of Birth: 10th October 1995

Languages Known: English & Hindi

Address: New Delhi

PROFILE SUMMARY

- Achievement-driven professional with **nearly 9 years** of experience in **Customer Success, Operations Management, & Business Development** across, **SaaS Platform, Supply Chain, Fin-Tech, Logistics, & Ed-Tech Industry**
- Expertise in developing a strategy to drive product adoption, increase customer loyalty, and prevent churn at scale within assigned segments of the customer base.
- Manage and utilize metrics end-to-end to drive positive change in areas such as **Service Level Agreements, Productivity, Customer Satisfaction, Quality, NPS, and Contact Rate**.
- **Proven business acumen in building high-performing teams** that excel in delivering business value with high morale & low attrition; recruiting, leading, training and monitoring performance of the team members for maintaining excellence in the service operations.
- Outstanding in **managing service operations** for rendering and achieving quality services; providing first line customer support by answering queries & resolving their issues, **ensuring minimum TAT**; leveraging CRM, Loyalty, and engagement campaigns.
- **Articulate leader with notable success in directing a broad range of corporate initiatives**, setting annual & quarterly Targets & **OKRs**, identifying & solving challenges structurally to help achieve OKRs in support of business objectives.
- **A strategic thinker with abilities in Data Research and Analysis**, skilled in creating strategic alliances with organization leaders to effectively align with and support key business initiatives.
- Ambitious and innovative **Customer Success professional** skilled in creating Customer Success strategies to build alignment with key stakeholders and drive toward achieving portfolio goals.

PROFESSIONAL EXPERIENCE

Bizongo, Gurgaon

Since Dec'22

As Consultant – Customer Success

Role:

- Responsible to provide product & process subject matter expertise & best-in class customer experience.
- Build and maintained strong relationships with key clients and ensure their success and satisfaction with our **SaaS platform**.
- Managed a portfolio of **75 key clients** with a cumulative annual revenue of **\$30 million USD**.
- Collaborated with product team to build a user-friendly interface and add features, enhancing usability and system adoption.
- Identifying and developing new business opportunities with exciting customers and establishing relationships to increase sales through **upselling and cross-selling**.
- Serving as an end point of contact for the **client escalations**.
- Work closely with Business Intelligence, Sales, Procurement, and other **cross-functional teams** to drive business development initiatives.
- Serve as an internal voice for customers by advocating feature requests for product improvements and resolving escalated requests in a timely manner through internal cross-functional collaboration, resulting in maintaining **NPS/CSAT score above 90%**.
- Conducted regular checks with clients to gather feedback, identify pain points, and provide solutions, **leading to a 30% decrease in churn rate**

- Utilized data analytics to generate actionable insights for internal teams, enabling them to make informed decisions about supplier and buyer performance, forecasting, and payments.
- Conducting regular visits to client locations in North India to acquire a better understanding of their business and find new business opportunities for the organization and building strong relationship.
- Managed and derived add-on business projects nationally and regionally, ensuring on-time completion of projects to achieve the organization's goals.

Highlights:

- Handel the Unused Advance project on which **Accounts receivable was 280CR Pan India** Pending from last financial year worked in collaboration with Finance team, Credit Control, along with stake holders across region and taken different initiative brings down the number to **15CR Pan India**.
- Developed and executed **SOPs** for EXIM (Export and Import) transactions - Designed a comprehensive risk assessment framework for suppliers, assessing critical parameters such as financial stability, and regulatory **compliance**.
- Ensure full adoption of the platform by driving multiple business projects and encouraging clients to adopt the self-serve platform resulted **100% of platform adaption rate for assigned client**.

Winuall, Bangalore

Sep'21- Dec22

As Manager – Customer Success - Retention

Role:

- Conceptualizing customer retention strategies based on extensive analysis of service operation loopholes and market dynamics.
- Ensuring continuous interaction with the customer to make sure that areas of concern are addressed promptly for improved preset service levels.
- Setting in-house quality standards for various operational areas, ensuring a high-quality customer experience while adhering to the SLAs for their services
- Working to promote the value of the product and upsell services and products with brand image and promoting value through customer experience.
- Collecting benchmark and KPI data, analyzing trends, and developing strategies based on metrics to help customers achieve goals.
- Serving as an end point of contact for the customer escalations
- Directing Onboarding, Support, & Retention Team; supervising other departments to develop programs that increase retention rates among existing customers while also increasing acquisition efforts for new customers.
- Leading, mentoring & monitoring the performance of team members to ensure efficiency in process operations & meeting of targets.
- Supervising 2 TLs, 1ASM, and Senior Associates and Executives and leading a team of 10+ members
- Coordinating regular training calendars in conjunction with the training team to up skill process and behavioral requirements
- Conducting impactful quarterly business reviews with c-level executives
- Setting up targets, SOP & SLA, setting and maintaining CTQ (Critical to Quality) / CTP (Critical to Process) targets and managing planning for the process
- Ensuring that department, team, & individual OKRs must be aligned with, in support of, and contribute to the top company priorities
- Collaborating with various cross-functional teams (Product Management, R&D, Marketing and Sales) to drive better results

Highlights:

- Developed and implemented an enterprise-wide strategic business process initiative; designed and implemented a customer onboarding process to ensure timely onboarding and excellent customer service
- Created research-based learning solutions; directed team development, progression, and success, considered stakeholder needs, business environment, and talent strategy to formulate company's value proposition for learning

Pickrr Technology, Gurugram

Jun'20-Sep'21

Growth Path

As Key Account Manager

As Assistant Manager- Operations

Role:

As Assistant Manager- Operations:

- Directed a team of enterprise KAM and last level of escalation point for all assigned enterprise clients of the Team
- Supervised the Last Mile and First Mile Operations Teams and recommended/implemented improvements in all functional areas and identified potential supply chain opportunities for improvement.
- Evaluated the performance of Enterprise Key Clients based on different product categories, delivery, and return rate; prepared client performance reports and upcoming order forecasting to share with internal stakeholders.
- Attend weekly cross-functional meetings to discuss challenges faced by the support operations team and any technical or demand-related issues; monitored service performance with respect to agreed TAT and SLAs
- Coordinated with tech and product teams to escalate client technical concerns and API integration concerns.
- Trained team in process knowledge and guided in escalations, daily tracking of order volumes, observing complaint closures and solutions; conducted weekly review to monitor performance and business trends
- Managed the Enterprise Key Client Business and delivered the strategic solution for business growth

As Key Account Manager

- Developed & maintained a long-term relationship between major key clients and brands
- Supervised the daily activities of co-team engaged in receiving, checking, storing, issuing, and dispatching material from the vendor
- Solved queries of key clients regarding complete Product, Panel, and Logistics related concerns via emails and telephone calls
- Closely followed up with the key clients on the unprocessed orders, not paid invoices, and weight disputes
- Managed overall operational activities including first mile, line haul, and last mile
- Provided offers and solutions for business development by visiting Key Client Offices on a regular basis to understand their business and potential for growth.
- Managed commercial relationships with existing clients.
- Steered Contract Management, Rate Revisions/Rate Negotiations and Claim Processing (lost/damages) and Shipments Closures
- Retained non-performing clients by analyzing the issue giving potential solutions and pull out the order
- Coordinated with the Product Team to make constant enhancements to the existing product by recommending new features that the client asks for.

Paytm, Noida as Operations Associate

Jan'18-May'20

Growth Path

As Operations Associate

Jan'18-Mar'19

As Sales Operations Associate

Mar'19-May'20

Role:

- Managed:
- The payout related issues of all the PG and Wallet (Online & Offline) merchants
- Merchant Onboarding process in Paytm Platform by using in-house Onboarding tools; provided payment gateway to the merchants as an online product and QR code as an offline product
- The query of all positive operational, Transactions & Technical issues of all PG and Wallet merchants
- Merchant detail modifications query and Dashboard Issues and highly escalated queries received from various departments or teams like Customer Support Team, social media, & Marketing Team
- Supervised Pre and Post Campaigns Operations for offline Merchants' managed contract renewals from negotiation to contract signing stage.
- Resolved the Payout stuck and discrepancies by coordinating with the Finance and Banking Ops Team
- Maintained the payout data of merchants which has to process manually from the Finance team
- Identified process and system gaps and developed potential solutions using Hive to retrieve Data from the Database to prepare merchants' reports.
- Extracted data from the sales force; prepared Adhoc reports as per requirement; used a Data Loader to close the open tickets in bulk

Food Panda, Gurugram as Business Associate

Sep'16-Dec'17

ACADEMIC ACHIEVEMENTS

- Received the Best Public Speaker Award among of 10 students in PEPS TALK (Rajouri Garden), New-Delhi
- Secured:
- 1st position two times in Intra- College Debate Competition
- 2nd position in Intra-College Essay Competition
- 1st position in Intra-College Mono Action Completion
- Awarded with several prizes and awards in school and college for participating on Cultural and Sports activity