

9652013774

Gokul Nagar, Tarnaka, Hyderabad, India



Customer Retention and

Interpersonal Skills

Time Management

Key Accounts Management

Negotiating skills

Conflict Resolution



FNGLISH

Full Professional Proficiency

HINDI

Full Professional Proficiency

Full Professional Proficiency

Harika Bunga

Customer Success Manager

Experienced Customer Success Manager dedicated to driving client satisfaction and fostering long-lasting relationships. Proven track record of understanding client needs, delivering tailored solutions, and providing exceptional support. Skilled in proactive communication, problem solving, and collaborating with cross functional teams to ensure mutual success. Committed to helping clients achieve their goals and maximize their value from our products/services.

WORK EXPERIENCE

Customer Success Manager Mantra Technologies

08/2022 - 08/2023 IT, SAAS Industry

Hyderabad, India

Achievements/Tasks

- Responsible for Client Onboarding(Live)to educate clients on product features and best practices.
- Increased customer life Time Value by upsell and cross sell opportunities within existing accounts.
- Customer Relationship Management (Was primary point of contact to understand customers unique business needs)
- Customer retention. (achieved highest customer retention in my tenure)
- Customer Feedback and product improvement (Gathered customer feedback) regarding product features, performance and usability.
- Collaborated with product development team to address customers needs and enhance product offerings.
- \circ Problem solving ability (Responded to customer inquiries and resolved issues through phone and email support channels.
- Collected and analyzed data to improve customer service health.
- Proactive Communication and Issue resolution by reducing average resolution time.
- O Worked closely with the sales team to onboard new clients and providing them with the seamless transition and ensure that they received value from our products or services.

Contact: Shiva (HR) - 9502759979

Sales and Marketing Manager Rajeswari Technologies

07/2009 - 07/2022

Hyderabad, India.

Achievements/Tasks

- Developed and maintained relationship with key clients.
- Product Quality and Reliability.(Delivering high quality products)
- Supply chain Visibility(Real time status update on orders)
- Collaborative problem solving.
- Post-sale Support.
- Crisis Management: Handling unforeseen disruptions (product recalls, Supply chain
- Oconducted regular check-ins and quarterly business reviews with clients to review performance, identify opportunities for improvements.
- Resolved customer issues and concerns promptly to improve overall customer happiness.
- Implemented customer feedback surveys to identify areas of improvement.
- Acted as a primary point of contact for a portfolio of clients, addressing their questions and concerns in a timely and professional manner.

Contact: Vijay Kumar - 8121589089



B.Sc Pragathi Degree College

06/2004 - 06/2007

Courses

MicroBiology, Genetics, Chemistry

Hyderabad,India