Anmol Pandita
Customer Success
[GAIQ, Incent Level 1, GainSight NXT Associate Admin Certified]

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Skills

- Google Analytics 360
- Google Analytics 4
- Data Studio Fundamentals
- Google Tag Manager Fundamentals
- Google Optimize 360
- MS Excel
- Big Query Basics, SQL
- Google Analytics and Website Audits
- Incent, Pendo, Gain Sight, Salesforce (SFDC)
- Tableau, Snowflake
- Training and Mentoring
- Project organization
- Team management

Functional Competencies

- Data Analysis & Collection
- Reports and Visualization
- Consulting Skills
- Customer Focus
- Formal Presentation
- Databases understanding
- Problem Resolution

Certifications / Trainings

- GAIQ (Google Analytics Individual Qualification) certified
- Got Xactly Incent Level 1 certified.
- GainSight NXT Associate Admin Certified
- Got "Making an impact Kudos" from AVP for being "Quite organized in client documentation"
- Internship at Reliance Industries Limited, Jamnagar, May-Jun 2018
- Infosys Campus Connect Foundation Program,2014
- Project at National Institute of Information Technology, 2015

Experience

Result oriented professional with over 4 years and 8 months of experience in Analytics & Data Analysis.

Xactly Technologies-Bangalore   **June 2021 – July 2023**
Customer Success Analyst

- Monitor and report customer health metrics by creating Customer Health Score Card (CHS), such as Usage, Engagement and Net Promoter Score (NPS) and client health.
- Demonstrable quantitative, analytical, and problem-solving skills
- To quickly understand customer use cases and requirements
- Managed proactive and reactive tasks effectively & multiple objectives at one time
- Presentation creation experience using PowerPoint or similar software
- Work closely with colleagues to identify and propose adoption analysis opportunities and prepared hundreds of Adoption Reviews (AR) and Quarterly Business Reviews (QBR) for the customers.
- Data maintenance in internal systems, coordinating with cross functional teams.
- Analysis of trends in Usage and Adoption of tools.
- Utilizing SFDC to track and update the status of Customers
- Created many Calls to Action (CTA) process in GainSight for CSMs so that actions can be taken by team to prevent Customer Churn.
- Documenting and cataloging recommendations and solutions to create a scalable, repeatable technical customer success program.

Tatvic Analytics -Ahmedabad   **May 2019 – June 2021**
Customer Success Manager

- Protecting Existing Customer Engagement and revenue associated with it
- To see the bigger picture at the customer level to provide more clear value and communicate the requirement effectively to the technical team.
- To keep exploring the needs of the customer to provide value added solutions to the customer
- Supports in building, qualifying, and managing the funnel of data and analytics opportunities towards stakeholders in the digital product engagements
- Providing training and demonstrating value to the customer.
- Provide immediate solution for core technologies like Google Analytics 360, Visualization changes in dashboards and changes in BQ
- Guide the customer on technology road map for their requests.
- Interprets, visualizes, and presents results of the data analysis using appropriate techniques to enable actionable insights for business
- To track the revenue in the number of hours being billed to customers and ensure they are on Goal by taking necessary action.
- Keep a bird's eye view of the needs of the customer and generate new insights and solutions for the customer.

Interests

- Machine Learning
- Data Science

Red Alkemi - Chandigarh   **Oct 2016 - Apr 2017**

- Responsible for Web Development
- Database Management and Research & Development

Activities/ Achievements

- Member of Placement Committee in college.
- Member of Management Students' Forum.
- Was part of a short film on conflict management as a part of HR curriculum
- Best Athlete and best performer at Annual Athletic Meet at college level

Education

- **Master of Business Administration**
(The Maharaja Sayajirao University of Baroda, 2019)
- **Bachelors of Technology, CSE**
(Affiliated to Kurukshetra University, 2016)
- **High School- Non-Medical**
(J&K State Board, 2012)
- **SSC**
(J&K State Board, 2010)

Personal Details

- **Date of birth**: 15-Sept-1994
- **Languages Known**:
- English, Hindi, Kashmiri, Punjabi, Gujarati
- **Nationality**: Indian
- **Personal Strength**: Honest, Confident, Hardworking and Curious to learn.
- **Personal Weakness**: Can't say No when multiple tasks are imposed on me