



Aaysha Nanhorya

Contact -8770243481

e-mail- aisha.nans2@gmail.com

[linkedin.com/in/aaysha-nanhorya-62972b12b](https://www.linkedin.com/in/aaysha-nanhorya-62972b12b)

About

Proven success, working effectively and efficiently by overachieving the target, and developing best practices that advance performance standards.

Skills

Maintaining and expanding on excellent **client relationships** as well as building strong internal relationships across the departments to deliver superior performance.

Investigate the core of the problem and suggest a long-term solution to it.

Work on sales strategy in generating and developing business growth opportunities, working collaboratively with net new customers, and creating new opportunities.

Focus on Growth + Engagement + Integration

Experience in Banking, AML/KYC as worked with ICICI Prudential in the Past.

Work Experience

Customer Success Manager

IDfy

June 2022 – Till Date

Act as the primary point of contact for customers throughout their journey, including **onboarding(API Integration and Webhook), implementation, support, expansion, and renewal.**

Participate in Leadership **QBRs and MBRs** to provide updates on support issue status and trends.

Strategize and organize **NPS** initiatives, analyze data, and execute **effective steps to enhance customer experience.**

Measure and report on customers' **project progress, usage, and health KPIs.**

Collaborate with Engineering to **resolve technical issues** reported by customers.

Coordinate with the product team, participate in sanity testing, and provide feedback.

Communicate **RCA (Root Cause Analysis)** after service outages.

Coordinate internal and external **UATs** (User Acceptance Testing) as required.

Drive product **adoption, improve retention rates, and ensure customer success.**

Provide valuable feedback and insights to the product team and developers.

Collaborate with Business Development Managers on new service and product opportunities.

Focus on the **Revenue Growth** of my set of accounts

Handle support and escalation-related inquiries from cross-functional teams and customers

Manager Customer Success/KAM Team Computers Private Limited February 2019 to June 2022

Customer requirements **gathering and engagement**

Interface and coordinate with client engagement partners to understand the RFP/ RFI requirements

Project management of the accounts in **BFSI, Pharma, Educational Institutes, and IT/ITES Verticals. IIFL -2.70 cr, SBI Life Insurance 1.80 cr, Piramal Pharma-63 Lacs, Alkem- 58 Lacs Hdfc Ergo- 73 Lacs.**

Project Coordination with Resource planning and deployment for Existing Accounts-related to Managed Services.

Managing **30+ Key accounts** in multiple verticals such as **BFSI, PHARMA, EDUCATION, E-commerce**, etc including **OTIS, SPI Technologies, Ola Cabs, BATA, Evonic, Oaknet Healthcare, Spar Minda, International Tractors, Borosil, Zepto, AECC Global.**

Applied **RACI Matrix** within the Business Unit to enhance the responsibility structure.

Periodic cadence with customers to seek clarifications and feedback on the solution proposed for a particular RFP/ RFI and accordingly instruct the delivery team to make changes in the design.

Ensure **Customer Satisfaction** through quality deliverables on time.

Experience with **PLM planning, definition, and high-level design of solutions and exploration of solution alternatives.**

Analyze current **business/technical problems** with ongoing projects and provide a **solution.**

Mercadeo Pvt Ltd. Asst. Manager Nov 2017 to Feb 2019 (Mumbai)

- Responsible for lead generation for my project and accomplishing targets at a given time.
- Handle client communication and prepare reports accordingly.
- Worked on Campaigns, Lead Generation, Deep Profiling, and Events.
- Have experience working in lead generation projects for below companies- Cisco(Dimension Data), SAS(Deep Profiling, Campaign-Lead generation), Oracle(ERP, Professional service automation, and Service resource planning, SAP(ERP), AWS(Cloud storage, and partnership), Logmein(Video-conferencing tool) Simple Logic(Database management, Operating Service management, Performance tuning).
- Attend client meetings on upcoming projects (Oracle, SAP).
- Responsible for delivery of qualified leads to the client, also to re-qualify leads that are rejected by the client.
- Building a strong relationship with clients and prospects.
- Regular communication with the Operations Head and CEO of the company to update them on the project status.

Awards & Recognition

- Outstanding Achievement Award continuously for 3 quarters in Mercadeo.(Q1-\$55000, Q2-\$125000 Q4-\$146000)
- Best Presentation Award(Oracle Netsuite ERP)
- Extra Ordinary Achiever Award in Team Computers.[2020 Target Assigned- 2.5CR and achieved 3.7CR]
- Best of Staffing Client Diamond Award[Acquisition of Large Deal-BFSI 2.7Crores(IIFL)]

Achivements and Hobbies

- Basketball(National Level)
- Handball(University Level)
- Certificates in other sports(100m sprint, 200m sprint, high jump)
- Theatre acting(National Delhi Theatre festival)
- Dancing
- Swimming, Skating, Singing

Educational Qualification

Qualification	Institute	University / Board	Percentage	Passing Year
MBA	Global Institute of Management	RDVV University	76.18%	2017
B.Com	MGMM	RDVV University	64%	2013
HSC	St. Xavier High School	ICSE	57.60%	2010
SSC	St. Xavier High School	ICSE	64 %	2008

Certifications

- Google Digital Marketing(Fundamentals of Digital Marketing Certificate IDF8S 8MY DGL)
- Leadership Programme (By Industry Leader-Mr. Deepak Jain, Team Computers CEO-Mr. Ranjan Chopra, Director-Tejas Bagadia)

Personal Information

- Fathers Name- Amit Nanhorya
- Date of Birth-11th July 1992
- Nationality-Indian
- Languages Known-Hindi and English
- Present Address-Mumbai
- Driving Licence-MP20N-2012-0094109
- Vaccination Dose- Completed(1/2-4121MCO21 2/2-4121AAO25M)