


Ashwitha Shetty

 shetty.ashwitha@outlook.com

 9823048051

 [linkedin.com/in/ashwithashetty](https://www.linkedin.com/in/ashwithashetty)

Summary

With over 14 years of sales, business development, and customer success experience, I am a seasoned professional who delivers exceptional results and fosters long-term relationships with clients across various industries. I currently work as a Senior Customer Success Manager at LeapSwitch Networks, a leading provider of cloud and web hosting solutions, where I ensure the timely tracking and delivery of all orders, within agreed-upon timelines and with minimal intervention, to maintain optimal customer satisfaction and delivery excellence in specific service lines and geographic responsibilities.

I collaborate closely with Sales and pre-sales teams to optimize service delivery, eliminate issues with the order process, and provide customers with a seamless experience. I also leverage my extensive network and expertise in lead generation, CRM, and sales strategy to identify and pursue new business opportunities, increase revenue and market share, and create and execute effective sales plans. Additionally, I handle back-office duties, such as contract negotiation, sales reporting, and documentation, and coordinate between the operations, finance, and sales teams to streamline processes and reduce inefficiencies. My passion is to enable business growth, ensure operational and service excellence, and work effectively with cross-functional teams.

Experience

Sr.Customer Success Manager

LeapSwitch Networks

Apr 2022 - Present (1 year 6 months)

- . Ensure the timely tracking and delivery of all orders, within agreed-upon timelines and with minimal intervention, to maintain optimal customer satisfaction and delivery excellence in specific service lines and geographic responsibilities.
- . Uphold end-to-end accountability for customer satisfaction and overall delivery excellence, while fostering positive relationships with customers.
- . Collaborate closely with Sales and pre-sales teams to optimize service delivery, eliminate issues with the order process, and provide customers with a seamless experience.
- . Work with internal teams and vendors to identify necessary activities for successful project delivery within the given service line or function.
- . Promptly identify and address opportunities or issues to ensure customer satisfaction and overall excellence, while maintaining an understanding of the demand pipeline and working with Resource Planners to ensure adequate resource supply.
- . Maintain a focused, deadline-oriented approach, while analyzing data and producing reports to make informed decisions.



Professional Freelancer

Self-employed

Mar 2021 - Present (2 years 7 months)

- Helped accomplish business goals by providing expert advice in cloud kitchen setup
- .Designed authentic Udupi cuisine menu

- .Contributed in making cloud kitchen business become more functional and profitable
- .Leveraged food delivery solution to minimize delivery time
- .Conducted a comprehensive analysis and implemented more agile methods, reducing production costs by 30%



Executive sales

Balasai Net Pvt. Ltd.

Jul 2007 - Mar 2021 (13 years 9 months)

Actively participate in Service Planning Management (SPM)

.Managed portfolios of around 200+ customers and improved product sales by 20% for portfolio management, increasing overall revenue

.Cash Flow Management: Experience in managing cash flow, forecasting cash requirements, and ensuring adequate liquidity

.Accounts Payable and Receivable: Knowledge of processing invoices, maintaining accurate records of payments, and ensuring timely payment to vendors

.Risk Management: Experience in identifying, analyzing, and mitigating financial risks, such as credit, market, and operational risks

.Financial Analysis: Ability to analyze financial statements, identify trends, and make recommendations to improve financial performance

.Managed recruitment and development of talented sales professionals. .Planned and directed staffing, training, and performance evaluations to develop and control sales and service programs

Education



University of Mysore

Bachelor of Arts - BA, Economics

May 2003 - May 2007



University of Mysore

Bachelor's degree, Economics

Jun 2003 - Feb 2007



SVS pre university school katapadi

Bachelor of Arts (B.A.) From Mysore university

2003 - 2006



Vidyavardhaka high school pangala

SSC, SSC

1996 - 2001

Licenses & Certifications


 **Lead Generation Foundations** - LinkedIn

 **Learning Salesforce for Admins** - LinkedIn

 **Introduction to AWS for Non-Engineers: 1 Cloud Concepts** - LinkedIn


 **AWS Certified Solutions Architect - Associate** - Amazon Web Services (AWS)
Issued Aug 2022 - Expires Aug 2025
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 **AWS Certified Solutions Architect – Associate** - Amazon Web Services (AWS)
Issued Aug 2022 - Expires Aug 2025

 **LinkedIn Marketing Solutions Fundamentals** - LinkedIn
Issued Jun 2023 - Expires Jun 2025
fbk4u44ku8xt

 **Advanced Digital Marketing** - L.I.P.S

 **Introduction to Sales force** - Udemy
UC-de2104d3-e159-4f43-a3ac-ca7a41a89542

 **An Introduction to AWS CloudFront** - Udemy
UC-4f6cf3d9-f238-468b-9b7a-298d786e7c6b

 **Account Management: Maintaining Relationships** - LinkedIn

 **How to Think Strategically** - LinkedIn

Skills

Administration • B2B Marketing • Service Delivery • Business-to-Business (B2B) • Sales Operations
• Customer Acquisition • Marketing Strategy • Customer Experience • Sales Processes • Sales Management

Honors & Awards

 **Most Promising New Commer** - Balasai Net Pvt. Ltd.
Mar 2008