



Prajna Yogeesh Bhat

Customer Success Manager

Highly motivated and results-driven Customer Success Manager with a proven track record of driving customer satisfaction and retention. Seeking a challenging position to leverage my strong interpersonal and problem-solving skills to drive customer success and foster long-term relationships with clients.

Contact

Phone

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Email

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LinkedIn

[prajna-bhat-456775169](#)

Location

Mangalore, Karnataka.

Education

2018

M. Com - SGPA - 7.43

Mangalore University, Mangalore.

2016

B. Com - SGPA - 7.5

PPEC, Udupi.

SKILLS & AWARDS

- Strong Communication and Presentation Skills
- Problem-solving and Conflict Resolution
- Relationship Building
- Data Analysis and Insights
- Account Management
- Received STAR CSM award by Tracxn

Language

- English
- Hindi
- Kannada

Experience

June 2022 - Present

[Tracxn | Bangalore](#)

Customer Success Manager

- Develop and maintain strong relationships with a portfolio of key accounts, acting as the primary point of contact for all customer inquiries and concerns.
- Proactively engage with customers to understand their business goals, identify areas for growth and improvement, and provide strategic guidance.
- Collaborate with cross-functional teams, including sales, product, and support, to ensure seamless customer onboarding, implementation, and ongoing support.
- Conduct regular business reviews with clients, presenting performance metrics, identifying opportunities for upselling and cross-selling, and demonstrating the value of our solutions.
- Monitor customer health and usage data to identify at-risk accounts and develop proactive strategies to mitigate churn and increase customer satisfaction.
- Provide product training and support to customers, ensuring they have a thorough understanding of the features and functionality of our solutions.
- Handle customer escalations and complaints, investigate issues thoroughly, and work with internal teams to provide timely and effective resolutions.
- Stay up to date with industry trends and best practices in customer success, continuously seeking ways to improve processes and enhance the customer experience.

Feb 2021 - May 2022

[Clear Tax | Bangalore](#)

Customer Success Manager

- Working with the CA, Tax practitioner for GST filing assistance from ClearTax software, including filing of GSTR 1 and GSTR 3B.
- Reconciliation Of Purchase Invoices with 2A/2B, Etc.
- The primary point of contact for customers on any matter.
- Serve as a link of communication between customers & Internal team
- Resolve any issues & problems faced by customers.

August 2018 - Jan 2020

[Infosys BPM Ltd | Bangalore](#)

Senior Process Executive

- Client management under a stringent timeline and meeting deadline
- Demonstrated excellence in customer query management
- Lead process improvement projects that helped operations
- Conducted training that enabled staff to perform effectively.
- Provided one-on-one training by working side by side with staff.
- Partnered with management to develop/ implement quality initiatives.
- Took initiative in resolving social media Grievance escalation.
- Led calibration sessions and governance for trainers to assist with the new hire quality.
- Follow up with Demand and Refund delay cases with regards to income tax.