

Arun Ashokan

Customer Success – Senior Technical Consultant

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US B1 Business Visa, valid until 2027

Customer Success leader with a proven track record of driving customer satisfaction, retention, and revenue growth. Skilled in managing end-to-end customer relationships, resolving escalations, and ensuring seamless adoption of SaaS solutions. Adept at building and leading high-performing teams, optimizing workflows, and leveraging data insights to improve customer engagement. Passionate about delivering strategic solutions that enhance customer experience, reduce churn, and maximize product value. Recognized for exceptional customer relationship management, escalation management, technical oversight, and account management, consistently exceeding expectations and delivering scalable solutions.

Areas of Expertise

- Solution Design & Implementation
- Workflow Automation
- Technical Needs Assessment
- Client Relationship Management
- Customer Account Management
- Multi-Channel Communication Systems
- Process Optimization & Efficiency
- Cross-Functional Team Leadership
- Software Development Life Cycle
- Customer Retention
- GDPR & Compliance
- Client Training & Adoption
- End-to-End Solution Design
- Project Management & Documentation
- Data-driven decision making

Professional Experience

Ushur Technologies Private Limited (Ushur INC), Bengaluru
Senior Technical Consultant

2019 – Present

Drive customer success by optimizing operations, automating workflows, and delivering AI/ML-powered solutions. Lead cross-functional teams to execute technical projects on time and within budget. Enhance system performance and resolve critical client challenges through in-depth assessments and tailored solutions. Customize third-party applications to boost functionality and user satisfaction. Empower client teams with comprehensive training, ensuring seamless adoption and operational proficiency.

- Built and led customer success team, driving consistent KPI performance metrics.
- Designed and implemented complex workflows, enhancing operational efficiency and automation following industry best practices.
- Reduced churn by 20% and improved retention by 50% through tailored solutions aligned with client goals.
- Managed renewal cycles, expansion opportunities, and customer relationships to drive account growth.
- Accelerated product adoption by designing and implementing customer success strategies, increasing usage and faster time-to-value (TTV) by 30%.
- Conducted quarterly business reviews (QBR) with key stakeholders, aligning customer goals with product roadmap.
- Led cross-functional teams to deliver technical projects within scope and budget, ensuring client adoption.
- Conducted in-depth technical needs assessments, optimizing system performance and resolving client challenges.
- Developed and customized AI/ML-driven software solutions, improving productivity and user satisfaction.
- Trained client teams on new technologies, ensuring seamless adoption and proficiency.
- Led presales activities, resulting in a 25% increase in successful project acquisitions.
- Streamlined claims processing and communication workflows, significantly improving customer satisfaction and NPS scores.

HFN IT Services Private Limited (for Nanoheal product, by HFN INC), Bengaluru
Manager Delivery and Configurations

2010 – 2019

Improved support metrics and enhanced end-user experience by providing automation solutions, streamlining processes, and reducing manual effort. Reduced manual efforts and improved end-user experience by converting mundane support activities into predictive and proactive automatic healing solutions. Decreased development efforts and improved solution efficiency by researching Top Call Drivers (TCD) and providing targeted solutions within the current architecture. Managed the Configurations team, ensuring all automation solutions were delivered to clients as per requirements while enhancing future automation capabilities. Led integration planning for Nanoheal with client software such as CRM, ticketing tools, and third-party applications like Remote, Chat, and Survey,

improving system interoperability. Streamlined project management and technical documentation by preparing and managing essential documents such as project plans, SOW, BRD, FRD, and repositories.

- Deployed Nanoheal software across EMEA, US, and UK regions for Dell, improving operational efficiency and support performance.
- Implemented Nanoheal software (DEX – Digital Employee Experience) for clients like Convergys and Sitel, enhancing support processes and automation.
- Led successful deployment of Nanoheal software for OfficeDepot, optimizing systems and support functions.
- Awarded "Noble Contributor" for exceptional account management and successful software implementations.
- Streamlined support operations by implementing an automated solution with Nanoheal, reducing average call handling time by 40%, improving first call resolution, and driving a substantial increase in customer satisfaction.

Additional Experience

[Senior Technical Support Executive](#), Sutherland Global Services

- Awarded Customer Experience (CE) Champion for the quarter in recognition of exceptional customer service.
- Recognized as Resolution Star of the Month for consistently resolving customer issues efficiently and effectively.

[E-Relationship Associate](#), Redisolve Software Private Limited

- Improved customer satisfaction scores by analyzing pain points and implementing targeted solutions, resulting in revenue growth.
- Recognized for resolving complex product and service issues, enhancing customer loyalty and retention rates.

[Technical Support Executive](#), Sutherland Global Services

- Resolved a high volume of technical issues for HP laptop customers in the US region, improving customer satisfaction and reducing average resolution time.
- Recognized for expertise in troubleshooting complex operating system, network connectivity, and software issues, resulting in increased first-call resolution rates.

Tools

- CRM Software (Salesforce, HubSpot)
- Data Analysis Tools (Excel, PowerBI)
- Customer Feedback Tools (SurveyMonkey, Ushur)
- Project Management Software (Asana, Trello)
- Email Marketing Platforms (SendGrid)
- Knowledge Base Software (Confluence, Zendesk)
- SaaS Product Knowledge
- Collaboration Tools (Slack, Microsoft Teams)
- Other Tools (Postman, Swagger, MS O365)
- Python, SQL (basic proficiency)

Education

[Bachelor of Engineering in Electrical and Electronics](#)

Thangavelu Engineering College