

Muhsin K Muhamed

 muhsinkmuhammed@gmail.com

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

India 📞 (+91) [9496825389](tel:9496825389)

Career Summary

Customer success manager. Customer experience analyst

- Proactive and self-motivated customer engineer with 5 years of client management expertise in SaaS and web services coupled with innovative strategies and management
- Recognized ability for training personnel, adapting quickly to volatile marketplaces, prioritizing multiple simultaneous projects and solving problems.

Technical Skills

- Ability to effectively demonstrate value-added proposition to clients
- Negotiation, conflict resolution and debugging skills
- Can create spreadsheets, generate organised reports, and complete tasks under stress within tight timelines.
- Proficient in tools such as **Hubspot, Leadsquared, Slack, Freshdesk, Google Workspace, Airtable, Loom, Notion, Knowlarity, Microsoft Excel, SQL, HTML, C, C++, and Python**

Work Experience

- Jan 21- Present **Asst. Manager, Customer Success(Remote)**, Winuall
(18 mon)
- Post sales consulting of IT SaaS products for clients.
 - Responsible for onboarding, product adoption, training, business use case analysis, product technical support, requirement gathering, revenue generation and customer relationship management, product deployment, custom feature implementation for clients, product enhancement, user acceptance testing and product usage analytics
 - Worked on solution positioning, understanding client pain points, product enablement, CSAT, NPS, churn rate, life cycle management of the client.
- Sep 18- Oct 20 **Business Development Specialist**, Esquire Software Solutions
(27mon)
- Sourced leads and studied the pain experienced by them

and prepared presales plans to solve these issues while retaining the current client's market

- Consulting the customer during the Agile project management and implementation methodology to ensure that all customer problems are resolved.

May 18- Aug
18
(4 mon)

Relationship Manager, Payway

- Handled key corporate accounts including the Big Four accounting firms. Resolved their issues and bill disputes within a minimal time which helped to ensure the payments were on time and minimized the bad debt by 30%
- Coordinate with contractors/vendors, monitoring the progress of work, escalating delays and changes to the senior manager

Sep 17- Apr 18
(9mon)

Customer Relationship Executive, AathifRupay

- Provided technical support and cleared queries and issue escalations of business partners as well as customers.
- Monitored the domestic money transfer and sim recharge platform's cloud servers and network devices to ensure minimal downtime and the proper action taken towards issues that occurred during transactions resulting in the growth of the business by 15%.
- The website and android application contents were kept updated about the current tariff and offers.

Education

Masters(M.Tech) in **Electronics and Communication Engineering** CGPA 7.68

Bachelors(B.Tech) in **Electronics and Communication Engineering**

Course Completed

- Redhat Certified Engineer (RHCE) & Cisco Certified Network Admin (CCNA)
- Advanced MS Excel
- Data Analysis Foundation

Areas of Expertise

Customer Onboarding ★ Account Management ★ Client Relationship ★ Ticket Handling ★ Escalation Management ★ Customer Retention ★ Renewals