

Yojana Mhatre

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OBJECTIVE

Actively seeking a customer service position where I can optimize my problem-solving and organizational skills to contribute to increased customer satisfaction.

WORK EXPERIENCE

05/2019 - Present

Team Lead Account Manager, Talocity Instasolutions Startup, Mumbai

The Future: "Touchless Hiring: Using RPA (Technology) and Artificial Intelligence to take Hiring at the next level"

Space: Human Resources Management | Artificial Intelligence | Automation

Responsibilities:

- Serve as the lead point of contact for all customer account management matters
- Build and maintain strong, long-lasting client relationships
- Develop trusted advisor relationships with key accounts, customer stakeholders and executive sponsors
- Ensure the timely and successful delivery of our solutions according to customer needs and objectives
- Clearly communicate the progress of monthly/quarterly initiatives to internal and external stakeholders
- Develop new business with existing clients and/or identify areas of improvement to meet sales quotas
- Forecast and track key account metrics (e.g. quarterly sales results and annual forecasts)
- Prepare reports on account status
- Collaborate with sales team to identify and grow opportunities within territory
- Assist with challenging client requests or issue escalations as needed

Manager Customer Service, Quickwork Technologies Startup, Mumbai

The Future: "Enterprise SaaS p: Using ROBOT (Technology) and Artificial Intelligence to take performance at the next level"

Space: ChatBot Technology | Artificial Intelligence | Automation

Responsibilities:

- Led onboarding/implementation of new clients.
- Liaison between Customer and Product team for explaining requirement.
- Provide regular updates to clients on the progress of customer service projects and campaigns that directly affect each client.
- Managed daily operations for a team customer support representatives.
- Motivate team members through individual coaching sessions, mentoring and career development
- Participated in HR functions including policy development, interviewing, hiring decisions and job
- Perform end to end manual QA of product. (Functionality, Usability etc) Report bugs / issues of the product to Engineering / Development team.

EDUCATION

2013 - 2016
Bachelor Degree of Computer Science, Mumbai University

SKILLS

Soft Skills: Project Management skills, People Management skills, Negotiation skills, Consultative Upselling

Technical Skills:

Microsoft Office package: Word, Excel, Access

Testing skills : Manual testing (Functionality, UX, UI)

Project Management : JIRA

Database : MongoDB, basic SQL

API Testing : Postman

Automation tools : Basics of Selenium

Defect tracking tool : JIRA, Bugzilla, Redmine

Language : HTML, Java basic

UI Designing tool : Canvas

Workflow designing tool : Draw.io, Workflow designer.

Service desk tools : Zammad, JIRA

Other basic knowledge tools : JSON, AWS services, Gsuite.

ACHIEVEMENTS

Won Leadership Award for Joyfully embracing new opportunities!!