



SOHAM SHARMA

Customer Success Manager

Contact

+91-9730084626

sohamnsharma@gmail.com

Indore, India

Education

PG Diploma in Applied
Statistics, Indira Gandhi
National Open University,
Bhopal, 2023-2024.

Bachelors in Aircraft
Maintenance Engineering,
Singhania University | Wingsss
College of Aviation Technology,
Pune, 2012-2016.

Certifications

- Become a Product Manager and Get Job - Udemy
- Python for Data Science and Machine Learning Bootcamp - Udemy
- PostgreSQL - Udemy
- Complete SQL Bootcamp - Udemy
- Hubspot's Social Media Marketing
- PowerBI + Tableau Essentials - Udemy
- Mongo DB Python Developer - MongoDB University
- Six Sigma Green Belt - Coursera

Languages

English Gujarati
Hindi French

Profile

Customer Success Manager with 8+ years of experience in the IT industry, specializing in customer success, relationship management, and customer engagement. Proven track record in managing customer lifecycles, driving customer retention, and delivering user-centric solutions to enhance customer satisfaction. Successfully executed multiple projects at Ziplyne, improving customer experience and operational efficiency. Strong proficiency in CRM tools, customer success metrics, and compliance with SOC 2, ISO, and GDPR standards. Passionate about leveraging innovative technologies to drive business growth and maximize customer satisfaction.

Work Experience

GTM/Marketing/Training Lead

June 2021 - March 2024

Ziplyne
Inc.

- Developed and implemented customer success strategies that improved customer retention by 25%, reduced churn by 20%, and increased customer satisfaction by 30%.
- Designed and delivered customer training programs on AI and ML tools, resulting in a 40% increase in customer engagement and satisfaction.
- Collaborated with cross-functional teams to ensure training content aligned with customer needs and industry trends, leading to a 25% increase in customer adoption and a 15% boost in product usage.
- Applied customer-centric techniques to foster engagement and success, achieving a 34% increase in positive customer feedback and improved Net Promoter Score (NPS).
- Managed customer success operations, including onboarding, training, support, and retention. Improved customer engagement by 30% and reduced support ticket volume by 20%.

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CUSTOMER SUCCESS MANAGER

Technical Support Specialist

Powerweave Software Pvt. Ltd.

January 2020 - July 2021

- **Primary Contact for Onboarding and Training:** Served as the main point of contact for onboarding and training new customers, ensuring smooth go-live and post go-live support.
- **Collaboration with Engineering and Development:** Worked closely with the engineering and development team to configure the product as per customer requirements and troubleshoot technical issues.
- **Customer Engagement Feedback:** Gauged customers' levels of engagement with the platform, provided actionable feedback to internal teams for product and service improvements, leading to a 15% increase in customer retention.
- **Customer Insights and Growth:** Provided valuable insights to customers to ensure they maximized the platform's benefits, contributing to business growth with existing customers and expanding the customer base.
- **Customer Advocacy:** Encouraged customer advocacy through NPS surveys, analyzed customer health metrics, and gathered external reviews, case studies, testimonials, and referrals, boosting overall NPS by 10 points.
- **Support for Renewals and Expansion:** Collaborated closely with team members to support customer renewals and identify expansion opportunities.

Production Associate / Quality Control/ Mentor / GIS Trainer

Genesys International
Corporation Ltd

December 2017 - December
2019

- **Developed and Delivered Training Sessions:** Conducted training sessions on GIS applications, specifically focusing on QGIS and ArcGIS, enhancing teams' skills in spatial data analysis and geospatial intelligence.
 - **Trained New Batches:** Provided training on GIS data digitization and processing, ensuring efficient and accurate map production using QGIS and ArcGIS.
 - **Quality Control Training:** Trained quality control teams in advanced GIS techniques, boosting expertise and accuracy in the quality control department.
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CUSTOMER SUCCESS MANAGER

SKILLS

CUSTOMER SUCCESS MANAGEMENT SKILLS & EXPERTISE:

- Tools: JIRA, Trello, Asana, Monday.com
- Methodologies: Agile, Scrum
- User Research: Interviews, surveys, usability testing (Intercom, UserTesting, Hotjar)
- Roadmapping: Vision, strategy, and roadmaps (Aha!, ProdPad, Miro)
- Backlog Management: Prioritizing features, writing user stories with acceptance criteria
- Stakeholder Management: Gathering requirements and feedback
- Prototyping & Wireframing: Figma, Balsamiq
- Productivity & Time Tracking: Notion, Toggl
- Customer Support & Success: Zendesk, Freshdesk, Zipyne, Intercom
- CRM: Zoho, HubSpot

AI & ML:

- Frameworks: TensorFlow, PyTorch, Scikit-learn, PyCaret, NLP, NLTK
- Algorithms: Regression, decision trees, SVM, neural networks (CNNs, RNNs)
- Auto-ML Tools: H2O.ai, Google Cloud AutoML, AutoKeras, TPOT
- Data Annotation: Encord
- Chatbots: Dialogflow, Rasa
- Cloud Platforms: AWS SageMaker, Google Vertex AI
- BI Tools: PowerBI, Tableau, Looker
- Analytics & A/B Testing: Mixpanel, Optimizely, Google Optimize

MARKETING:

- Strategies: Digital marketing, content creation, SEO, SEM
- Tools: VidIQ, SEMRush, Ahrefs
- Email: Apollo, HubSpot, Amplemarket

COMPLIANCE:

- Standards: SOC 2, ISO, GDPR
 - Risk Management & Security: Identifying, assessing, and mitigating risks; ensuring compliance with industry standards
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