

# Nishant Bachhav

## Sr.Customer Success manager

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📅 10th June 1987

### PROFILE

Knowledgeable and performance-driven Customer Success Manager with a wealth of experience in managing multiple accounts, increasing sales and revenue, developing client on-boarding processes, and organising various professional events and meetups. Possess strong customer orientation, great communication skills, excellent problem-solving skills. Work with Customers to establish critical goals and aid the customer in achieving their goals to secure the relationship and Customer retention.

### SKILLS

Problem Solving

Customer retention

Relationship building

Business analysis

### EDUCATION/CERTIFICATION:

- **MBA in Marketing Management from GNIMS (Guru Nanak Institute of Management Studies).**  
Mumbai, India

### PROFESSIONAL EXPERIENCE

#### EXOTEL TECHCOM PRIVATE LIMITED, SR.CUSTOMER SUCCESS MANAGER

August 2022 – present | Mumbai, India

- Currently working as Sr.Customer success Manager for providing end-to-end contact center solution including Whatsapp, SMS and truecaller for BFSI industry for their business transformation.
- Conducting monthly workshops for 10+ clients to explain product features and respond to immediate needs.
- Review customer complaints and concerns and seek to improve the customer experience
- Coordinated with the Sales and Product Departments in providing report analysis of trends in customer behaviour and user experience every three months.
- Provided quick support and solutions to customers, reaching a steady 98% CSAT score.

#### IORTA TECHNOLOGY SOLUTIONS PVT LTD, BUSINESS DEVELOPMENT MANAGER

March 2021 – July 2022 | Mumbai, India

- Worked as Business development manager for providing end-to-end digitization solutions for BFSI industry for their business transformation in APAC region.
- Helping BFSI industry for their sales transformation and operation process transformation using AI & Data science modules.
- Help in creating presence in NBFC sector.

#### DMACQ SOFTWARE PVT LTD, BUSINESS DEVELOPMENT MANAGER

July 2018 – May 2020 | Mumbai, India

- Worked as Business development manager for Domestic market for selling company proprietor Software solution like Document management solution, Contract management, Property Management, IRPA (Intelligence robotic process automation), Record storage management along with digitization solution.
- Single point of contact working on government portals like CPP (Central Public Procurement), mahatender.gov.in for submitting tenders for DMS and digitization.

#### PANORAMINC UNIVERSAL LTD, BUSINESS DEVELOPMENT MANAGER

November 2017 – May 2018 | Mumbai, India

- Worked as Business Development manager and handling the In house ERP sale for Logistics and warehouse, LMS, POS, Asset management, Visitor management, DMS, HRMS, Web and Mobile Application development.
- Attending conferences, meetings, and industry events.
- Preparation of business proposals, agreements, and documentation.
- Assisting the sales head in marketing activities.

#### OSOURCE INDIA PVT LTD, ASSISTANT MANAGER-BUSINESS DEVELOPMENT

March 2017 – November 2017 | Mumbai, India

- Worked on Onex ERP Specialist for Finance accounting System, Customer Relationship Management, Human Relationship Management and Document management system.

- Managing sales team for achieving personal as well as team goals and target.
- Together with sales team, planned and organized territory sales completing monthly goals of 30 meetings.

#### **ECLINICALWORKS INDIA PVT LTD, SR.SOFTWARE SPECIALIST**

March 2012 – October 2016 | Mumbai, India

- Responsible for HCA (Hospital Corporation of America) enterprise level accounts ensuring that the client's Business, Operational, Financial and Marketing goals are in place and become a prospect to the organization.
- Developing and driving long-term relations at various levels and disciplines to maximise the value (top- and bottom-line) of the short & long term business.
- Develop good understanding of the business model and its applications to maximize business opportunities.

#### **START ENTERPRICE PVT LTD, SALES EXECUTIVE**

September 2010 – March 2012 | Mumbai, India

- Implementing marketing and advertising campaigns about Bulk SMS by assembling and analyzing sales forecasts for the Mumbai region.
- Prepared marketing (Online & Offline), advertising strategies, plans and objectives, planning and organizational presentations.
- During my tenure was the point of contact for Mumbai location and was responsible for sales and marketing event.

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### **AWARDS**

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#### **Accomplishment**

- Able to achieve sales of 60 % for consecutive 2 years.
- Maintained CSAT at 98% and Increased customer retention by 40% across my client list in the last financial year.
- Successfully generated a lead of 30 corporate accounts, out of which 7 were realized as a high business giving customers