

CP

CHARUSHILA PANCHASARA

Customer Success Specialist

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SUMMARY

Service enthusiast to contribute to team success. operations management, Customer Management

SKILLS

Team Work . Adaptability Operations .
Ability to Multitask .

PASSIONS

Listen bollywood songs

Learn New Things

AWARDS

Comet Award (01/2019 - 03/2019)
Bizongo
For dedication, passion and hardwork for helping Bizongo scale new heights and render sustainable and smart packaging solution every single day

Star of The Month (Nov'23)
Bizongo
To appreciate & knowledge the impact created in SCF, Platform & Services through hard work, passion & perseverance shown in thr role.

EXPERIENCE

Customer Success Specialist 02/2022 - Present

Bizongo

Mumbai

- Drive platform adoption among new and existing clients through effective onboarding processes, training sessions, and proactive communication
- Develop and implement strategies to enhance customer experience, satisfaction, and retention
- Collaborate with internal teams, including Sales, Marketing, Product Development, and Support, to align customer success initiatives with company objectives
- Serve as the primary point of contact for clients, addressing inquiries, resolving issues, and providing timely and effective solutions
- Analyze customer data and feedback to identify trends, opportunities, and areas for improvement
- Act as a trusted advisor to clients, offering strategic guidance and best practices to optimize their use of our platform

Customer Support Manager 07/2020 - 06/2021

Emxcel

Rajkot, Gujarat

- Involvement to build Customer Support team and Strategy
- Active participation on Customer Support Framework
- Worked on SAAS based product for B2C and B2B

Territory Manager 09/2015 - 05/2020

Bizongo

Mumbai

- Managed assigned accounts with Customer Success/Relationship
- Key account handling (Firstcry)
- Worked with cross-functional teams to improve operations and internal teams to manage escalations to ensure on time resolution on client's issues
- Directed the customer on products, usage and best practices

Business Development Officer 07/2012 - 08/2015

Bankim Plast Pvt Ltd

Mumbai

- International sales with calling and sampling with quotation and PFI Mumbai
- Administration: Prepared latter to Banks for making payments (Buyers Credit/TT) and opening LC
- Prepared Import-Export documents, Invoices and Packing List

Advisor, Financial Planning 06/2010 - 05/2012

Aviva Life Insurance

Mumbai

EDUCATION

Diploma in Import Export Management 08/2014 - 01/2015

Welingkar Institute of Management

Mumbai

- (Part-Time)
- Welingkar Institute of Management

Bachelor of Management Studies 06/2007 - 04/2010

University of Mumbai

Mumbai

Higher Secondary Certificate (HSC) 06/2006 - 03/2007

Maharashtra State Board

Mumbai

Secondary School Certificate (SSC) 06/2004 - 03/2005

Maharashtra State Board

Mumbai

- Maharashtra State Board