

# APURVA TRIPATHI

## CUSTOMER SUCCESS

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### SOFT SKILLS

- Enthusiastic and flexible work ethic, quick learner.
- Team player.
- Self-sufficient and able to work with little direct supervision.
- Strong clients focus and commitment to continuous improvement.
- Ability to proactively network and establish effective working relationships.
- Strong consulting and collaboration skills.
- Experience setting benchmarks, metrics, and understand how to prioritize to hit all customer SLAs.

### EXPERIENCE

#### MY AEON

Designation : Customer Success Manager

Period: August 2021- April 2023

My Key Responsibilities include:

- Establish clear retention goals and process milestones for the client and employees to work toward
- Assist customers as needed with setting up and navigating programs or software associated with a product or service
  - Experience working Seek to promote the value of the product and upsell services and products with brand image and promoting value through customer experience
- Assist in creating training courses and educational materials for other members of the department
- Review customer complaints and concerns and seek to improve all aspects of the customer experience with the company
- Promote an energetic fan base for products and locate brand ambassadors to share the product's benefit and value
- Maintain a detailed understanding of products and services, assist customers with questions and suggest the best products for their needs.
- Optimize existing processes within the company and actively enhance all Customer Success initiatives .

### EDUCATION

2018- **University of Mumbai** (Bachelor of Commerce)

2018 – **NIIT** (ANIIT in Banking & Finance)

#### TOOLS WORKED ON .:

- FRESHDESK
- LIMECHAT
- META
- ZENDESK
- EXOTEL
- TALKDESK

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Worked on tools like Freshdesk, Meta and Limechat.

### **WHITEHAT JR**

Designation: Executive (Customer Technical Support)

Period: July 2021- June 2022

My Key Responsibilities include:

- Identify and resolve technical issues promptly and successfully.
- Answer technical and service questions about the product.
- Ownership for the team mission to create a 5-Star experience for every customer.
- Understanding Operating Systems like Windows 7 8 10 and MacOS.
- Troubleshooting Network and Internet Issues for Clients
- Fixing Software and Drivers on Client Systems
- Understanding of Settings and Control Panel Options.
- Fixing Issues in Device Manager and External Devices.
- Understanding Latest Privacy Settings and Access Control in Devices.

Setting Up System using Remote Desktop Connections like AnyDesk, Team Viewer.

- Worked on Tools as **Zendesk**, **Exotel** and **Talkdesk**.

### **APTECH LEARNING**

Designation: - Branch Manager & Trainer .

Period:- November'2018 – March' 2021

My Key Responsibilities include:

- >Maintain, manage and monitor all customer related operational issues.
- >Develop and execute branch sales strategies to maximize revenues.
- >Ensure coordination between sales, marketing, accounts and administrative departments. .
- >Ensure training to sales and marketing teams.
- >Prepare financial statements for the head office.
- >Monitor expenses of the branch.
- >> Hiring candidates for the branch.
- >Ensure profitable results in administering branch office.
- >Develop and communicate business strategies to the branch staff.
- >Maintain all relevant databases and update.
- >Prepare branch budget and submit to head office.

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**NATIONAL INSTITUTE OF MANAGEMENT AND TECHNOLOGICAL  
STUDIES**

Designation- Marketing Executive

Period-: 1st May 2017 – 25th June2018

My Key Responsibilities include:

- >Overseeing and developing marketing campaigns.
  - >Conducting research and analyzing data to identify and define audiences.
  - >Devising and presenting ideas and strategies.
  - >Promotional activities.
  - >Compiling and distributing financial and statistical information.
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