



VIJISH VIJAYAN

CUSTOMER SUCCESS



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MASTER OF BUSINESS

ADMINISTRATION HR & Marketing
2020

BACHELOR OF COMMERCE University
of Delhi 2011

HIGHER SECONDARY Kerala High
School 2007

Career Profile

An ardent and an innovative leader with a broad scope of experience in streamlining operations and training. Built lasting relationships with clients across compliance management vertical market by ensuring proactive and reactive client/customer support

|| CREDIT & COLLECTIONS || CLIENT RELATIONS || LEADERSHIP ||

Work Experience



Provana Pvt Ltd (November'18 - February'21) : Lead Customer Success Manager (SaaS) – AMER Clients

- Serve as the primary contact for the onboarding of new clients, platform training to end users, as well as post go-live support
- Collaborate with the development team to troubleshoot technical issues raised by the client or any bugs identified
- Conducting webinars/training sessions for clients and end users of the product
- Being a part of sprint discussion with the product owner, development team and prioritizing the development requirements in the product
- Collaborate with Product Owner to prepare and clarify the product development backlog
- Engaged in cross selling/upselling of other compliance modules and managing multiple client implementation and projects/tasks simultaneously
- Provide insights to client to ensure they get most out of the platform with the aim of helping grow our customer base
- Creating and managing client life cycle process(starting from initial onboarding through all phases of implementation)
- Represent the voice of clients to provide input into every core product and sales process
- Gauge client's level of engagement,communicating about their adoption trends and mining opportunities for deeper engagement
- Managing a team of 4 + product specialists focusing on team environment



Team Management



Client Relations



Critical Thinking



Effective Communication



Python Programming



NATIONALITY INDIAN
D.O.B 31-12-1988
MARITAL STATUS MARRIED



HINDI
ENGLISH
MALAYALAM



American Express (July'11 - June'17) : Operations Team Leader

- Managed a team of 15-17 collection specialists and ensured all star performance by publishing data reports & continuous feedback
- Administered collections on all types of past due accounts while ensuring a C-SAT score of more than 85%
- Root out inefficiencies and detrimental procedures and initiated multiple process improvements for better service
- Conducting daily/weekly/monthly coaching & feedback session with team members to boost efficiency and productivity
- Conducting R&R ceremony on the floor to create positive work environment
- Played a crucial role in setting up a new business site for American Express in Manila, Philippines by training and managing fresh batches for Operations

Encore Capital Group (July'10 - June'11) : Collection Specialist

- Responsible for collection of bad debts, unpaid credit card bills loans, mortgage etc for US market
- Making outbound calls to consumers and offering payment plans to help them clear off debt
- Taking second level escalations for new joiners and sharing best practices to help them come up the learning curve

References:

Available on request

UAE Visa Status:

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I solemnly declare that all informations furnished in the document are true to the best of my knowledge and belief.