

NISHANTH RAJAN

HEAD OF CUSTOMER SUCCESS

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SUMMARY

As a Head of customer success, I have proven track record in developing and implementing strategic initiatives to enhance customer retention, optimize onboarding processes, and increase product adoption to achieve success while contributing to organizational excellence. And seeking a challenging position which prioritizes efficient resolution, encourages continuous learning to utilize my knowledge and skills for the best of the organization and growth as an individual.

WORK EXPERIENCE

Head of Customer Success at Boston Institute of Analytics, Coimbatore **August 2023 - Present**

- Heading the placement department to build and maintain strong connections with students and academic work.
- Leading and managing groups of students and representatives. This includes students placements, recruiting, mentoring, and continuing assistance to ensure the team achieves its goals.
- Collecting and evaluating student input in order to provide and identify areas for improvement, as well as to push product or process changes.

Dispute and Claims Specialist in Compliance at PayPal India Pvt Ltd, Bangalore **July 2019 - September 2023**

- Utilized coordination and planning abilities to complete tasks on time.
 - Participated in team-building exercises to improve collaboration.
 - Used critical thinking to analyze issues, weigh potential answers, and come to judgments.
 - Expertise in profile changes, adding financials, processing transactions, and helping customers resolve account disputes.
 - Respect, warmth, and a readiness to assist when needed were displayed.
 - Issues were resolved through active listening and open-ended questions, and serious issues were escalated to the manager.
 - Increased customer satisfaction ratings as a result of using excellent dispute mediation and problem-solving techniques. Analyzed, investigated, and promptly addressed payment claims.
 - Utilized good judgment and the resources at hand to arrive at well-informed conclusions about whether to approve or deny a case.
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EDUCATION

MBA in Marketing & Human Resource **July 2017 - May 2019**

- CMS Business School Jain University, Bangalore

Bachelor of Business Administration **June 2014 - May 2017**

- GRD College of Arts & Science, Coimbatore Tamil Nadu
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SKILLS

- ★★★★★ Interviewing Skills
- ★★★★★ Leadership
- ★★★★★ Time Management
- ★★★★★ Adaptability
- ★★★★★ Customer Service
- ★★★★★ Teamwork
- ★★★★★ Negotiation and Persuasion
- ★★★★★ Good time management
- ★★★★★ Organizational Skills

INTERNSHIP

- Research on Customer Satisfaction and Experience at **Decathlon Sports India Pvt Ltd, Bangalore** **May 2018 - July 2018**
 - Research on Sales and Marketing Sports products at **Decathlon Sports India Pvt Ltd, Coimbatore** **December 2016 - February 2017**
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