

NAVEEN C

MANAGER - CUSTOMER EXPERIENCE



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Bengaluru



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PROFILE SUMMARY

A Lean Six Sigma Black Belt professional of 15+ years' experience which includes 9.5+ years in leadership roles with a background in steering startups towards operational excellence. Currently handling a team of 62 employees. Optimized customer operations with quantifiable results, including a remarkable 30% cost reduction and an impressive 40% increase in customer satisfaction. Spearheaded ventures from inception to successful scaling, with a keen eye for profitability and efficiency. Adept in driving innovation and implementing cutting-edge solutions to enhance customer experiences. Expertise in achieving operational efficiency, accelerating growth, and delivering tangible, numbers-driven outcomes.

SKILLS

Operations Management, Lean Six Sigma, Customer Retention, Inside Sales, Quality Management, Product Management, People Management, Customer Relationship Management (CRM), Training & Development, Team Management, Leadership Abilities, Business Initiatives, Data Analysis, Project Management, Customer Satisfaction, Data-driven Decision Making, Performance Management, Root Cause Analysis, etc.

TOOLS

Ameyo, Convox, Freshdesk, Verloop, Sales Force, Clevertap, PipeCycle, etc.

ORGANIZATIONAL EXPERIENCE

Manager - Customer Experience | Ninjacart

April 2022 - Current

- Achieved a significant 48% reduction in inbound volume by implementing the RM Module, resulting in substantial cost and resource optimization while handling a team of 62.
- Enhanced post-order ratings through Voice of Customer (VOC) initiatives, elevating the score from 3.2 to 4.2, showcasing a successful identification and resolution of root causes.
- Implemented chat-bot services to ensure round-the-clock customer assistance. These chat-bots effectively managed 22% of onboarding inquiries and transaction status requests, leading to a remarkable reduction of Average Handling Time (AHT) by 240 seconds and queue wait times by 40 seconds.
- Introduced IVR, WhatsApp, and SMS Voice Blast services to enhance communication channels.
- Implemented a Go-To Tool, significantly reducing AHT from 310 to 180 seconds. This knowledge base empowers agents to find solutions independently.

- Elevated Play Store Customer Satisfaction Rating from 3.8* to 4.2* through a series of updates, including improved app performance and more responsive customer support.
- Achieved an impressive 70% increase in Customer Connect Ratio (up from 30% pre-implementation), resulting in a substantial boost in retention conversion from 24% to 63%.

Assistant Manager - Customer Experience - Fintech | Novopay Solutions **March 2021 to March 2022**

- Developed and executed customer retention strategies, reducing churn by 15% within 6 months while handling a team of 35.
- Oversaw sales and retention campaign metrics, improving efficiency by 20%. Led segmentation and lifecycle marketing initiatives, enhancing engagement and conversion rates by 12%.
- Owned and resolved customer issues, surpassing industry standards with 95% satisfaction.
- Set a clear mission and aligned strategies, driving 18% growth and elevating employee engagement by 25%.
- Maintained precise customer records and streamlined data entry, improving accuracy by 8%. Implemented a CRM system, increasing efficiency by 30% and reducing errors by 15%.
- Conducted routine record audits, resulting in 12% error reduction.

Customer Support Team Lead | PayU (Wibmo) Fintech

February 2016 - January 2021

- Implemented streamlined work procedures, boosting operational efficiency by 25% within 6 months while handling a team of 25.
- Conducted process audits, reducing errors by 15% and ensuring industry best practices.
- Implemented real-time tracking, ensuring timely inquiry resolution by 20%.
- Trained teams, reducing response times by 18% and improving satisfaction by 10%.
- Established standardized service protocols, improving departmental standards and satisfaction.

I also worked in the below roles prior to December 2015

Sr. Business Analyst | Oracle India | Jun 2013 - Dec 2015

Transaction Monitoring Evaluator | Convergys | Oct 2009 - Jun 2013

Team Leader | Janya Converged Solutions | Nov 2007 - Jul 2009

Technical Support Representative | CLI3L (SITEL) | Oct 2006 - Nov 2007

CERTIFICATIONS & COURSES

- Creating Customer Personas, Design Thinking - Customer Experience, Customer Advocacy, Customer Experience Journey Mapping | LinkedIn | 2023
- Measuring the Value of Customer Service - LinkedIn - Dec 2022
- Customer Retention | Udemy | 2021
- Lean Six-Sigma Black belt | Anexas Denmark | 2009

EDUCATION

PGDBA | 2019 | Operations Management Symbiosis | Pune,

EMBA | 2013 | Operations and Quality Management IIBM | Delhi