

KRITI TUTEJA

P R O D U C T M A N A G E R

PROFILE

Dynamic and results-driven Product Manager with over 5 Years of professional experience. Proven track record of optimizing customer journeys, enhancing satisfaction, and driving retention through innovative onboarding solutions and strategic account management. Highly skilled in data analytics, team leadership, and cross-functional collaboration to achieve organizational goals. Demonstrates a customer-centric approach with effective problem-solving and communication abilities, aimed at fostering long-term partnerships with clients.

PROFESSIONAL EXPERIENCE

Associate Manager

Slicepay | Jan 2024 - July 2024

- Customer Onboarding:** Spearheaded end-to-end onboarding processes for enterprise clients, creating customized integration plans that aligned with specific business objectives.
- User Engagement & Adoption:** Implemented strategic user engagement initiatives that resulted in a 15% increase in product utilization within the first quarter, significantly enhancing customer satisfaction.
- Data Analysis for Customer Health:** Analyzed customer health metrics, facilitating quarterly business reviews to identify improvement areas and proactively mitigate risks.
- Feedback & Resolution Collaboration:** Collaborated closely with cross-functional teams, including product development and technical support, to swiftly address customer feedback and resolve technical issues, ensuring an exceptional customer experience.

Team Leader

Bajaj Allianz | September 2023 - December 2023

- Team Leadership:** Led and mentored a dynamic team of over 10 customer success representatives, focusing on professional development and improving team efficiency.
- Proactive Client Engagement:** Conducted regular proactive client meetings to identify pain points and develop tailored success plans, contributing to a 20% increase in customer satisfaction metrics.
- Escalation Management:** Collaborated with product, operations, and technical teams to resolve customer escalations promptly, ensuring service delivery excellence and maintaining positive client relations.
- Trend Analysis:** Identified customer feedback trends and insights, recommending process improvements and policy adjustments that enhanced overall service quality.

Manager

Think and Learn Pvt.Ltd | May 2019 - July 2023

- Leadership of Large Teams:** Directed a large-scale team of over 150 associates, managing the complete customer journey from onboarding to engagement and retention effectively.
- Stakeholder Relationships:** Established and nurtured robust relationships with key stakeholders, leading to a 30% improvement in customer retention rates over four years through strategic partnership initiatives.
- Training & Development:** Designed and implemented comprehensive training programs enhancing the team's skills in client communication, product knowledge, and effective use of CRM tools (Salesforce, Freshdesk, and Jira).
- Framework Development:** Developed scalable customer engagement frameworks that increased team productivity and client loyalty, aligning customer success objectives with broader organizational goals.

CONTACT

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Bengaluru

EDUCATION

Indira Gandhi National Open University

MA - English Literature
2020 - 2022

Rajasthan Technical University

B.Tech - Electronics and Communication
2014- 2018

SKILLS

- Enterprise Account Management:** Expertise in managing large-scale accounts, ensuring alignment with client business objectives and fostering long-term relationships.
- Customer Onboarding & Solution Adoption:** Proficient in designing and executing onboarding strategies that enhance product adoption and accelerate time to value for clients.
- Retention Strategies & Churn Reduction:** Developed and implemented strategies that improved customer retention rates by leveraging customer feedback and data analytics.
- Success Planning & Strategic Account Reviews:** Conduct regular business reviews with clients to assess health metrics and identify opportunities for growth and improvement.
- Customer Lifecycle Optimization:** Skilled at mapping customer journeys and implementing processes that enhance customer experience and satisfaction.
- Technical Proficiencies:** Knowledgeable in Salesforce, Freshdesk, Jira, and various customer feedback platforms for data analysis and monitoring customer health.
- Leadership & Collaboration:** Proven ability to lead teams, mentor staff, and collaborate with cross-functional departments to achieve customer success objectives.
- Conflict Resolution & Negotiation:** Effective in addressing client concerns, negotiating solutions, and maintaining high service quality standards.