

Aditi Nagar

Senior Product Specialist

Contact

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Skills

Process Improvement

Programme compliance

Problem Solving Knowledge of Salesforce, Leadsquare, OrderHive, Order Management System, Uxos, UxAchieve and Jira Ticket

Ms Outlook and Ms Excel

Technical Support

A highly motivated and results-driven professional with extensive experience in client management, relationship building, and revenue generation. Possess a proven track record of working with senior stakeholders at client organizations and executing strategic initiatives to achieve targets. Committed to delivering value-driven solutions and championing the needs of clients.

Work History

2022-01 -
2023-02

Senior Product Specialist

Think and Learn Pvt Ltd, Bengaluru

- Own the end-to-end relationship with clients, ensuring their success and achieving revenue targets
- Build strong relationships with senior stakeholders at client organizations, showcasing the value driven by solutions
- Set KPIs and goals with clients and collaborate with internal teams to achieve these goals
- Work with clients to plan strategic initiatives and coordinate with internal teams to execute these initiatives
- Champion the needs of clients and help prioritize features in the product roadmap

2021-01 -
2022-01

Senior Customer Service Specialist

Think and Learn Pvt Ltd , Bengaluru

- Managed a portfolio of key clients, ensuring high levels of satisfaction and retention
- Collaborated with internal teams to resolve client issues and ensure timely delivery of solutions
- Conducted regular client reviews and created action plans to address areas of improvement
- Contributed to the development of product roadmaps based on client feedback and market trends

2019-11 -
2021-12

Customer Success Associate

Think and Learn Pvt Ltd, Bengaluru

- Answered constant flow of customer calls with minimal wait times.
- Offered advice and assistance to customers, paying attention to special needs or wants.
- Updated account information to maintain

customer records.

- Answered customer telephone calls promptly to avoid on-hold wait times.

Education

2021-09 -
Current

Master of Science: Operations Management

Institute of Management & Technology - Ghaziabad

2013-08 -
2017-05

Bachelor of Science: Computer Science

Krishna Institute of Engineering And Technology - Ghaziabad

Accomplishments

- Spotlight Award (Top Performer) July 2022
- Rockstar Rookie Award / (Admirable commitment and Performing exceptionally well) - Jan 2022