

VAIBHAV SURESH KHANDARE

Customer Experience Manager

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Pune (MH)

EXPERIENCE

Manager - Customer Delight

UGAOO Agritech Ind Pvt Ltd

06/2020 - 06/2024 Pune

Rooted firmly in his family's century old agri-tech business, Ugao sprung up like a new leaf on a spring morning and is today a mighty tree that helps other smaller businesses thrive in its shade.

- Improved KPI: ON TIME IN FULL(OTIF) from 60% to 80% by effective order management.
- Supervised day-to-day activities of up to 17-20 jobholders ensuring an efficient and productive work day.
- Worked as floor manager, ensuring they met the company's standards of excellence, maintaining the KRA's & KPI's set by the organisation.
- Promoted to management within 2 months of employment
- Bought up 2 new revenue generating departments within the organisation.
- Monitored customer health metrics and took proactive steps to mitigate churn risks.
- CSAT/NPS maintained above 85% for past 3 years
- Experience working with CRM systems (e.g., ShopifyPlus, Magento) and various other customer success platforms.
- Introduced AI for enhanced customer experience & reduced wait time
- Onboarded chatbots for quicker replies & 24by7 customer support.

Senior Customer Success Manager

Namdeo Umaji Agri Ind Pvt Ltd

2017 - 2019 Pune

India's oldest vegetable seeds company established in 1885, at Namdeo Umaji I was fully aware of my duties and responsibilities to Indian Agriculture and the commitment to helping every farmer in India reach the very pinnacle of productivity and success.

- Increased 15% customer base
- Developed client training and on-boarding standards, helped increase adoption and decreased support calls by 32%
- Served 50+ major clients with 100% customer success in catering their bulk orders (ICICI & Google, Godrej etc) being the major ones.
- Maintained 100% customer satisfaction for four months straight Supervised 10+ employees during a shift.

Customer Relationship Manager

Parth Associates

2012 - 2015 Pune

Real Estate

- Managed 30 CSR's for the Pune & Mumbai construction sites
- Achieved an average Customer Satisfaction score of 80% - above target for 2013.
- Voted top 3 relationship manager for quality of service
- Helped grow and create client relationship by 20%

EDUCATION

BSc in Physics

Pune University

Pune

SUMMARY

- Passionate and an expert in handling customer care department with passion for facing new challenges & goals, I have 5+ years of experience in handling all types of customer department, expertise in achieving exceptional quality for meeting organizational goals.

SKILLS

Excellent Communication

Relationship Building

Negotiation and Persuasion

Active Listening Empathy

Customer Advocacy Customer Retention

Data Analysis

Upselling and Cross-Selling

CRM and Customer Success Platforms

Adaptability Resilience and Optimism

Continuous Learning Team Collaboration

Passion for Customer Success & Conversion

PASSIONS



Flying microlights & single engine aircrafts and spending time with my family, driving, beaching with the waves

ACHIEVEMENTS



AWARD CATEGORY - CONSIDER IT DONE

First award in debut RNR of the organisation for completing every task before time

LANGUAGES

English
Proficient



Hindi
Proficient



Marathi
Native



PROJECTS

UGA00 Farm Visit

📅 2024 📍 Pune

Arranged paid farm visits for plant lovers & enthusiasts every weekend

- This was a successful project, our nursery received footfall of 40+ every weekend generating a massive revenue & sale of the factory outlet increased by 15%.

VOLUNTEERING

Active member for Swacch Bharat Abhiyaan

Swacch Bharat

📅 2021 - Present

Clean India Mission is a country-wide campaign initiated by the Government of India in 2014 to eliminate open defecation and improve solid waste management

Actively working with the organization in my city on holidays and weekoffs

