



Deepushree BS

Customer Success Manager

Dedicated and results-oriented Customer Success Manager with a proven track record in driving client satisfaction through meticulous requirement gathering, robust documentation (IRD, BRD, functional documents), and seamless system configurations. Skilled in leading UAT process to ensure optimal product performance and customer satisfaction.



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Madanayakanahalli near BIEC,
Bangalore

Education

Bangalore University

Bachelor of Computer
Application

2011 - 2014

72.85%

Expertise

- Requirement Gathering
- Business Requirements Document (BRD)
- System Configuration
- User Acceptance Testing (UAT)
- Client Relationship Management
- Project Management
- Communication Skills
- Computer knowledge: Basics, Excel, MS word
- Applications used: SFDC, Bugzilla, FreshDesk, Sapphire, Jira, MS teams
- Management Skills
- Corporate Etiquette skills

Strengths

- Quick learning ability
- Adaptable nature
- Good command over oral communication
- Empathetic

Experience

Customer Success Manager

ZingHR

2022 - Present

- Spearheaded requirement gathering efforts by collaborating with cross-functional teams to understand client needs and expectations.
- Drafted comprehensive Business Requirements Documents (BRD), ensuring alignment between client expectations and product capabilities.
- Facilitated the creation of detailed functional flow documents(using draw.io) to guide development and configuration processes. Oversaw system configurations to meet client specifications, minimizing implementation errors and ensuring seamless product integration.
- Led User Acceptance Testing (UAT) initiatives, coordinating with clients to validate system functionalities and address any issues proactively.
- Managed System Integration Testing (SIT) activities, collaborating with development teams to identify and resolve technical glitches.
- Manage enterprise accounts. Maintaining constant customer relationship by conducting review meetings and sharing the review reports.
- Work with multiple teams to resolve the customer issues on-time. Focusing on customer loyalty and building close long-term client relationships.
- Maintaining priority issue tracker and discussing with technical heads for the timely closure on the issues.
- Analyzing the customer needs and arranging for product trainings & advocating on cross sell & upsell modules to meet customer business needs.

Sr. Product Specialist

Peopleworks

2020 - 2022

Managing critical accounts, Managing team of employees, overseeing training, and professional growth of employees. Identified issues, analyzed information & provided solutions to problems. Work with multiple teams to find, analyze and resolve clients issues. Communicate the RCA to clients in none-technical terms. Proactively identify the repeated issues/requests experienced by clients, that are not resolved to the clients satisfaction.

Senior Executive - Product Support

Peopleworks

2019 - 2020

Worked with customers to understand needs and provide excellent service. Exceeded goals through effective task prioritization and great work ethic. handled implementations for accounts.

Product Support Executive

Peopleworks

2014 - 2019

Delivered services to customer within specific time frames. Carried out day-to-day duties accurately and efficiently.Improved operations through consistent hard work and dedication. Resolved problems, improved operations and provided exceptional service.

Awards

Best Debutant Award - ZingHR

Star Of the Quarter Awards - Peopleworks