Mathura R

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Professional Summary

Customer Success Specialist with over 7 plus years of experience in B2B SaaS environments. Proven track record in Onboarding, Customer Retention, and Stakeholder Engagement. Managed the end-to-end customer lifecycle, building Client Relationships, reducing Churn, and enhancing Product Adoption. Skilled in managing cross-functional teams and translating client feedback into actionable product improvements.

Core Competencies

- SaaS Customer Success/Support
- Client Onboarding & Renewals (Pre-sales Demos included as well)
- B2B Account Management
- Escalation Handling & Resolution
- Product Adoption Strategy
- Customer Retention & Lifecycle Management
- CRM Tools: HubSpot, Freshdesk, Zendesk, Intercom
- Project Management Tools: Jira
- Customer Health Score Tracking
- CSAT & SLA Management
- Basic SQL | Frontend Testing
- Team Leadership & Coaching

Professional Experience

Senior Customer Success Manager
Teachedison Pvt. Ltd., Coimbatore | Feb 2025 - Sep 2025

- Manage the end-to-end post-sales journey for B2B EdTech clients, from onboarding to renewal and expansion. Serve as primary liaison between customers and internal teams. Also, in-charge of Pre-sales Product demos.
- Serve as the primary point of contact for enterprise customers, aligning their goals with platform capabilities.
- Lead a 6-member Customer Success team handling key accounts, ensuring delivery of business outcomes and high adoption rates.
- Lead end-to-end customer implementations, configure and validate accounts to meet business requirements, and ensure seamless onboarding while maintaining close collaboration with internal teams
- Analyze customer health scores, usage trends, and engagement patterns to proactively reduce churn and improve retention.
- Facilitate Quarterly Business Reviews (QBRs), success planning, and strategic check-ins to ensure continuous value delivery.
- Use Jira to coordinate cross-functional projects involving product enhancements based on customer feedback.
- Track and exceed performance metrics including NPS, CSAT, SLA compliance, and upsell revenue.

Customer Success/Support Lead SaaS (Tech & Non-Tech)
Whizlabs Software Pvt. Ltd., Coimbatore | Nov 2022 - Dec 2024

- Led Customer Success operations for a global B2B SaaS learning and certification platform serving enterprise clients.
- Designed scalable onboarding flows, lifecycle engagement strategies, and account health frameworks for 100+ customers.
- Supervised an 8-member support and success team across multiple channels (email, chat, phone), maintaining 95%+ SLA compliance.
- Conducted success planning sessions, usage reviews, and feature training to drive deeper product adoption.
- Championed product feedback collection and collaborated with Product Managers via Jira to influence roadmap priorities.
- Supported revenue growth through upsells, renewals, and referrals by building strong, trust-based client relationships.
- Consistently achieved high CSAT and customer expansion targets through strategic account planning.

Customer Service Representative Amazon,
Coimbatore | Nov 2019 - Jul 2022

- Delivered high-quality support to North American customers via chat/email for e-commerce and Prime services.
- Mentored new associates as Subject Matter Expert (SME); consistently achieved high RAP/CHT and CSAT scores.
- Awarded multiple recognitions for service excellence and customer experience impact.

Technical Support Typesetter
Merrill Technologies, Coimbatore | Jul 2013 - Jul 2014

- Provided back-end technical document processing using XBRL/HTML for financial services clients.
- Ensured data accuracy and compliance with financial formatting standards.

Process Associate
KGISL, Coimbatore | Dec 2012 - June 2013

- Manage and process sales leads, maintain accurate customer data in CRM systems, verify prospect information, and ensure timely follow-up by routing qualified leads to appropriate sales teams.
- Execute end-to-end order processing, generate quotes and proposals, coordinate with internal teams for order fulfillment, and maintain documentation to ensure smooth sales transactions and customer satisfaction.

Education

B.Tech Information Technology
College: Maharaja Institute of Technology | 2008 - 2012
University: Anna University
CGPA: 9.08

Awards & Recognition

• Best Performer Whizlabs (2024)

• Top Performer & Customer Fuzzy Award Amazon

• Best Outgoing Student Maharaja Institute of Technology

Languages

• English – Read, Write, Speak

• Tamil – Read, Write, Speak

• Hindi – Read and Write