

NARENDER SHARMA

CUSTOMER SUCCESS
ASSOCIATE, PRODUCT
SPECIALIST

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EMAIL | naveensharma297014@gmail.com
LOCATION | New Delhi, INDIA
EXPERIENCE | 6 Years 6 Months

Key Skills

- Customer Service
- Operations Management
- Product Implementation
- Product Onboarding
- Product Training
- Field Operations
- SaaS Product Development
- SAAS Applications

Languages

- Hindi
- English

Profile Summary

Coordinating between different departments internally and externally and delivering services committed to clients on time with quality. Coordinating between different team stationed of other organisation admin/field team. Following operations function stringently as per SOPs Visiting and coordinating operations of the Hospitals and relationship with Hospitals admin, Doctor and Nurses. Plan day to day activities to complete assignments within deadline. Must prepare and submit daily shift activity report. Submit daily progress report on assignments assigned.

Work Experience

Customer Success Associate, Product Specialist

Dozee

05/2021 - Present

In my role as a customer success executive at Dozee. Responsible for coordinating between different departments internally and externally to ensure the seamless onboarding of company products at hospitals and patient homes. One specific example that showcases my coordination skills is when I conduct regular visits to hospitals to oversee the implementation and usage of our products. During these visits, I worked closely with the hospital administration, doctors, and nurses to provide comprehensive training on dashboard usage for effective product utilization. By coordinating effectively with all stakeholders, I

was able to ensure that the product was being utilized effectively and alerts or benefits were promptly communicated to clients. This experience taught me the importance of clear communication and collaboration in delivering high-quality services to clients on time.

LEAD-FIELD OPERATION EXECUTIVE

MYGATE

07/2018 - 05/2021

Handle Operation team of Faridabad and South Delhi location. Implement new sites likes DLF,OMAXE , SUPERTECH,BPTP. Maintain relationship with clients.Daily creating task for field ops . Product onboarding and implementation specialist.

customer complaint field executive

Ericsson

03/2017 - 03/2018

Education

Diploma - Electronics/Telecommunication
2015

Aditya Institute of Technology, Delhi

Projects

DTS Network testing

152 Days

Networking testing through a mobile app