

Tamanna Chauhan

ONBOARDING SPECIALIST - KEY ACCOUNT MANAGER

I am responsible for both individual contributions and leading a team of implementation specialists to ensure the seamless execution of operational processes across the organization. I have a strong understanding of technical vernacular and in-depth understanding of the product in order to effectively handle the business operation team that may include client onboarding & delivery – Enterprise SaaS, product operations, customer support, & data operations. Comprehensive knowledge of logistics, procurement, and inventory management.

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EXPERIENCE

Onboarding Specialist - Key Account Manager

Unicommerce Esolutions Pvt. Ltd. *Aug 2022 - Present*

- Lead and manage a team of Implementation Specialists, providing coaching, mentorship, and performance feedback.
- Oversee the entire client implementation lifecycle, from initial requirements gathering to successful product and service configuration.
- Work closely with all teams (support, marketing, and sales teams) to understand client needs and translate them into actionable implementation plans.
- Manage project timelines and ensure deliverables are met on time.
- Conduct client training sessions on product functionalities and best practices
- Identify and troubleshoot technical issues that may arise during implementation.
- Maintain a deep understanding of the product roadmap and effectively communicate updates to the team.
- Foster a collaborative and results-oriented team environment.
- Track and report on team performance metrics and identify areas for improvement.
- Document and maintain best practices for efficient implementation processes.
- Proficiency in project management tools, CRM systems, and other software applications used in **SaaS** environments.
- Reviewed new opportunities to drive business strategy at planning sessions. Analyze clients' business requirements and process through document analysis, interviews, workshops, by visiting their warehouses and workflow analysis.
- Provide training to clients on the existing product and API integrations with **SaaS-based** warehouse and inventory management software. Taking care of new integration & product requirements and offering instructions on managing inventory, orders, returns, and vendors.
- Kept composure when speaking with irate or disgruntled clients, maintaining a professional manner.
- Responsible for training the newly hired employees on the product. Troubleshoot the issue raised by the clients with the help of preparing the BRD and documenting the BRD by raising Jira with the developer team.
- Having an understanding of Putty and Postman Logs to identify the problem from the root and give instant solutions.
- I worked on CRM at Unidesk, Golive, & Kapture

Sr. Representative - Operations (US & Canada)

Concentrix Daksh India Pvt. Ltd. *Jul 2020 - Aug 2022*

- Used company troubleshooting resolution tree to evaluate technical problems while leveraging personal expertise to find appropriate solutions.
- Offered advice and assistance to clients, paying attention to special needs or wants.
- Manage key business metrics like SLA's
- Knowledge management for the team and quality control.
- Managing a team of 20 people.
- Serve as the primary point of contact for all client inquiries and issues.
- Worked on CRM : Zimbra, Quickconnect & AWS.

EDUCATION

Master of Computer Application

G.C.G College (Gurugram University) *May 2019 - May 2022*

75%

Bachelor of Computer Application

PROJECTS

The Coffee House

TECHNICAL PROJECTS Sep 2021 - Apr 2022

Developed a web-based system for managing orders, integrating HTML, CSS, SQL, and Coffee Shop Management processes.

The Coffee House is based on a concept to maintain orders and management of a particular coffee shop.

CERTIFICATION

C Language

VIIT, New Delhi

Unicommerce Product Certification Level -1

Unicommerce Esolutions Pvt. Ltd.

SKILLS

Software Implementation
Account Management
Troubleshooting
Interpersonal skills
Multi-tasking
Creative problem solving
Warehouse Management
Analytical skills

Time Management
Escalation handling
Relationship Management
Communication Skills
Logs Capture
Team Work
MS Office
Web conferencing

Email Management
Customer- Focused Service
HTML & CSS
SQL
Data Structure
MS Excel
Putty
C Language

LANGUAGES

English
Hindi

HOBBIES

Travelling
Photography