

Faizan Ansari

+91-8273999789 📞 ✉️ ffirez1292@gmail.com

Skills

Customer Service & Engagement, CRM Proficiency (Lead Square & Salesforce), Organizational Skills, Communication Skills, Problem-Solving, Sales Support, Data Management & Reporting, Student Onboarding & Support, Time Management, Customer Relationship Management

Experience

Company-Bhanzu

Present

Presales User Engagement (Customer Success)
Bengaluru, India

- **Information Provision** - Provide comprehensive information about the company, classes, batches, and demo classes to all customer inquiries. Ensure customers have a clear understanding of the available courses and schedules.
- **Demo Class Management** - Book demo classes for interested students and assist them with onboarding. Gather feedback from students about their demo class experience and provide additional course information.
- **Customer Transition and Record Keeping** - Pass customers to the sales team for payment processing after providing course information. Record detailed information about each customer in an Excel spreadsheet.
- **Follow-Up and Support** - Make follow-up calls to check on the progress of enrolled students and re-engage potential students who haven't enrolled yet. Arrange additional demo classes for those needing further understanding.
- **Service Quality Assurance** - Ensure every customer receives high-quality service. Resolve any negative feedback or issues directly or pass them to the concerned department for better assistance.

Company - Webshala Technologies Pvt Ltd

01/Jan/2023-01/Jan/2024

Operation Associate (Customer Success)
Bengaluru, India

- **Customer Engagement** - Engage customers with the company's products, focusing on retention, up-selling, and providing high-quality service. Provide comprehensive information about courses and curricula to both working professionals and students.
- **Query Resolution and Support** - Address and resolve student queries regarding fees, course details, batch schedules, CRM issues, and trainer-related problems. Ensure students receive timely and accurate responses to their inquiries.
- **Onboarding and Batch Management** - Onboard new customers, send proper onboarding emails and assign them to appropriate study batches. Track student performance, guide and motivate them to improve, complete their courses, and secure good placements.
- **Data Management and Reporting** - Maintain a detailed database of student performance, fee payments, and pending syllabus. Submit all relevant data to the founder team for clarity and decision-making.
- **Collaboration and Strategy** - Collaborate with the trainer department to ensure smooth batch operations and high-quality education. Develop strategies for starting new batches, ensuring that HR and trainer departments are aligned on trainer hiring needs.
- Collect remaining fees from students and upload class recordings to the student portal for easy access. Report all accountabilities and operational updates to the founder team, ensuring transparency and alignment with company goals.

Company - upGrad

11/Nov/2021-12/Dec/2022

Academic Counselor (Customer Success)
Noida, India

- **Information Provision and CRM Training** - Provided comprehensive details about exams, projects, and resolved issues with the university CRM portal. Conducted training sessions to ensure student proficiency in using the CRM for academic needs.
- **Payment Collection and Student Performance Tracking** - Collected outstanding payments, maintained accurate records, and followed up on pending balances. Monitored academic performance, offering personalized motivation and support for better results.
- **Onboarding and Progress Reporting** - Onboarded new students and sent welcome emails with essential information. Created and maintained detailed spreadsheets tracking syllabus completion, tasks, and project statuses.
- **Motivation, Support, and Administrative Tasks** - Regularly communicated with students to motivate and support them towards academic excellence. Maintained organized records of student information, payments, and progress, ensuring compliance with university policies.

Personal Awards & Achievements

- Achieved a 95% resolution rate for student queries within 24 hours significantly boosting customer satisfaction.
- Developed and maintained comprehensive tracking systems for student performance, syllabus completion, and project statuses, contributing to a 20-25% increase in course completion rates.
- Maintained accurate databases of student performance and financial records, improving operational efficiency and supporting strategic decision-making.
- Proactively addressed and resolved negative feedback, ensuring every customer received high-quality service and support, contributing to overall positive customer experiences.

Education

Shri Venkateshwara University

2020-2023

Bachelor of Arts

Gajraula, UP