

Anil Mahey

Senior Customer Success Manager

Skills / Summary

Knowledgeable and performance-driven Customer Success Manager with a wealth of experience in the B2B SaaS sector managing 25+ accounts, increasing sales and revenue, developing client onboarding processes, and high retention rates. Possess strong customer service, great communication, excellent problem-solving skills, and successful leadership skills. A resilient, assertive, proactive, strategic planner with critical thinking, decision making and presentation skills with **10+ years of customer-facing** and **8 years of Account/CS management experience**. A real desire to build a strong rapport with clients through empathy, active listening, interpersonal skills and a full understanding of the product. Having set up the CS teams in previous roles and successfully leading and applying structures and processes.

SKILLS

Retention, Upselling, Presentation, Communication, Multi tasker, Relationship management, Managing team, SEO, Data-driven, Account management, Google analytics, voice of the customer, Project manager, Training, cross-team collaboration, Support, PropTech, PPC, Implementation of software.

EXPERIENCE

Resolver, London Remote – Senior Customer Success Manager

Jan 2022 – Jan 2023

- **Managed** a team of remote staff (4) improving structure and processes resulting in a **30% increase in team/employee satisfaction**.
- **Developed** new onboarding strategies, training docs and presenting training seminars resulting in **50% increase in customer satisfaction**.
- **Supervised** in cross-team projects aimed to improve internal organisation resulting in **30% increase in project efficiency**.
- **Represented** customers to the product team to develop new features, resulting in **10% increase in new product offerings and hitting key KPIs**.
- **Chaired** weekly lightning huddles for business updates **resulting in 30% increase in employee satisfaction**. Working closely with **C-suite executives**.
- **Scheduled and structured** monthly client meetings and presenting data for trends and improvements which resulted in an **increase in upsell opportunities for Enterprise clients**.
- **Explored** new revenue streams such as Instant feedback tool (terminal and online) resulting in **20% new business revenue**.

Homeflow, London – Customer Success Manager (Support & Production)

December 2020 – January 2022

- Managed full life cycle of account post-sales including onboarding, support and liaising with dev team to reduce resolution times by 20%.
- Introducing new revenue options resulting in **15% increase in upsell on custom work during covid lockdown**.
- Derived data patterns such as **google analytics** playing a key strategic role to promote **retention and loyalty, improving customer lifetime value and reducing churn** delivered via **presentation** in person and online.

- **Delivered training** seminars to reduce the burden on the support team **by 25%**, increase clients' NPS score by 20%, and **upsell for recap seminars**.
- **Defined** deployment strategy to meet customer requirements resulting in 30% project proficiency. Collaborating closely with Dev, Support, Product and Sales teams
- Introducing new revenue options **resulting in 15% increase** in custom work during covid lockdown.

Homeflow, London – *Customer Success Manager & Production Manager*

April 2017 – November 2020

- **Recruiting a growing** team in both departments resulting in clear processes & improvements with completion targets hit and higher CES and higher retention rate.
- Served a high volume of clients using a consultative approach resulting **NPS score of 8.9** out of 10.
- Produced analytic reports to present to **c-suite executives/stakeholders**.

Homeflow, London – *Production Manager*

March 2016 – April 2017

- Initiated Onboarding and training processes to increase client engagement.
- Manage day-to-day efforts of website updates including product updates, trafficking creative assets, code changes, and collaborating on new site initiatives. Using CSS & html
- Developed new tools and product improvements by working closely with the dev team resulting in 20% upsell opportunities.
- Assessed QA testing for responsive design and browser compatibility testing resulting in high client satisfaction.

Mitie TSM, London – *Account Manager*

March 2014 – MONTH 2016

- Managed multiple accounts dealing with contract negotiations resulting in a renewal of contract at Marks & Spencers.
- In charge of staff scheduling hitting target criteria leading to high customer satisfaction scores.

EDUCATION & CERTIFICATES

Middlesex University, London – *BA Business Law*.

Hertfordshire University, London – *GDL Law degree*.

Udemy, Online – *SEO & HTML & CSS Courses*

SOFTWARE

Slack, MS teams & Suites, Zoom, Google Meets, Basecamp, Trello, Jira, Github, Miro, Typeform, Hubspot, Looker and Confluence, Zendesk and Freshdesk. Excel.

INTERESTS & INTERESTING FACTS

- Playing cricket and football along with Travelling.
- Hit a test bowler for 20 in an over and dismissed a test-opening batsman.
- Part-time dog trainer in my local community

VOLUNTEER WORK

- Helped feed my Dad's village in India during the covid period.
- Volunteered at a care home for the elderly, helping with gardening.
- Cricket coach for London Schools Cricket Association.
- Volunteered at the 'Appropriate adult scheme' for Southwark council.