

Prashant Tiwari

Customer Success Manager

Work Experience

ASSISTANT MANAGER

Livspace 2025-02 : 2025-10

Driving Initiatives To Optimize The Lead Funnel (Lead Generation To Booking), To Improve Efficiency And Productivity Leading To Increase In Bookings Keep A Track Of Conversion Funnel For Each Customer And Build Strategies To Build Repo And Trust Which Translates Into Conversions Data Analysis. Analyze, Measure, Report Data Across Various Digital Touch Points To Monitor Revenue Performance & Bookings And Uncover Area Of Improvement At Various Stages Of Funnel. Set Up The Technical Foundations And Metric Tracking For Various Stages Of Customer Journey For In Funnel Customers Collaboration. Work Cross-Functionally With Our Growth & Marketing, Sales, Customer Service Teams To Successfully Drive Execution For Major Growth Initiatives Experimentation.

SENIOR TEAM LEAD

Niva Bupa Health Insurance 2024-02 : 2025-01

Led A Team Of 20= Professionals To Streamline Operational Processes, Resulting In A 15% Increase In Efficiency. Directed Daily Operations For A Major Division, Leading To A 12% Increase In Productivity. Spearheaded A Sales Operations Reorganization That Improved Operational Efficiency By Aligning Teams With Market Opportunities. Optimized The Lead To Close Process And Increased Conversion Rates By 25% Through Targeted Sales Funnel Improvements. Led A Cross-Functional Team To Improve Project Management Practices, Resulting In Timely Completion Of Key Initiatives. Monitoring The Work On The Conversion Also Needs To Meet The Target On A Daily G Monthly Basis. Supervise And Coordinate The Work Of Employees, Including Hiring, Training, And Evaluating Staff Performance. Ensure Smooth Daily Operations Of The Organization Or Department, Including Managing Workflows, Resources, And Schedules To Meet Goals And Deadlines. Supervises The Team On The Floor Along With Providing Feedback To The Associates On Their Performance And Advice, Mentor And Motivate Them To Achieve Their Targets. Analyze Operational Data, Prepare Reports, And Make Data-Driven Recommendations For Improvements Or Strategic Decisions.

TEAM LEADER

KRM AYURVEDA PVT. LTD. 2021-03 : 2024-01

Managed Day-To-Day Operations For Achieving A 10% Reduction In Turnaround Time. Supervised A Team Of 25= Employees, Enhancing Team Performance Through Targeted Training Programs. Create An Inspiring Team Environment With An Open Communication Culture. Coordinate With The HR Department To Ensure Our Hiring Plans Meet Our Business Needs. Set Clear Team Goals. Delegate Tasks And Set Deadlines. Oversee Day To Day Operation. Monitor The Team Performance And Report On Metrics. Motivate Team Members. Supervises The Team On The Floor Along With Providing Feedback To The Associates On Their Performance And Advice, Mentor And Motivate Them To Achieve Their Targets.

My Profile

Experienced as Customer success manager with 7 years 6 months in operations and sales management. Expertise in enhancing operational procedures and managing company growth. Successfully led teams to exceed business objectives, achieving significant revenue growth. Find the channels and strategies to increase revenue.

Contacts

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Indian

Languages

- English
- Hindi

Technical Skills

- Operational Management, Financial Analysis, Strategic Planning, Budgeting, Process Improvement, Data Analysis, Business Analysis, Project Management, Sales strategy Development, Dedication

Soft Skills

- Leadership Quality- Teamwork- Adaptability- Problem Solving- Creativity- Work Ethic

Manage Day-To-Day Activities Of The Team And Ensure Compliance To Procedures And Policy Guidelines, Encourage And Motivate Agents In A Monotonous Job Environment.

BUSINESS DEVELOPMENT MANAGER

[OKU TECH PVT. LTD.](#) 2019-04 : 2021-01

Efficiently Manage Diverse Team Of Agents Handling Inbound And Outbound Sale Calls And Emails. Manage Day-To-Day Activities Of The Team And Ensure Compliance To Procedures And Policy Guidelines, Encourage And Motivate Agents In A Monotonous Job Environment. Handle Escalations And Monitor Calls Of The Team. Should Be Proactive In Resolving Customer Issues. Oversee And Coordinate The Daily Activities Of Team Members, Providing Guidance And Support As Needed. Foster A Positive Work Environment, Motivate Team Members, And Recognize And Reward Achievements. Evaluate Team Performance, Provide Constructive Feedback, And Implement Performance Improvement Plans As Necessary. Ensure That Tasks And Projects Are Completed Efficiently And On Time By Managing Workloads And Delegating Tasks Appropriately. Address And Resolve Operational Issues Or Conflicts That Arise Within The Team Or In Interactions With Other Departments. Prepare And Present Regular Reports On Team Performance, Progress, And Operational Metrics To Senior Management. Handling Inventory Management And Ordering Supplies.

SALES CONSULTANT

[POLICYBAZAAR.COM](#) 2018-01 : 2019-03

Greet The Customers Warmly And Ascertain Problem Or Reason For Calling. Resolve Customer Complaints Via Phone, Email. Collect, Analyses Evaluate G Report Data In Order To Increase Sales Productivity. Collect Sales Records G Trends And Evaluate Performance Measured Against Sales Quotas.

Educations

MBA

[Welingkar Institute of Management Development and Research](#)

2025-07 : 2027-05

MBA- In Marketing

B.COM

[VBS Purvanchal University](#) 2018-07 : 2021-05

Financial And Accounting

HARDWARE & NETWORK ENGINEERING

[Jetking](#) 2016-01 : 2017-02

Hardware And Networking + Cloud

INTERMEDIATE

[ST. Xavier's School](#) 2014-07 : 2015-05

Intermediate

Courses

DATA ANALYTICS

[Coursera- IBM](#)

Interests

MARKET EXPANSION STRATEGIES, DIGITAL TRANSFORMATION, STARTUP ECOSYSTEMS, LEADERSHIP DEVELOPMENT, BUSINESS PODCASTS, CROSS-CULTURAL TEAM COLLABORATION

