

ANOOP MOHAN SHARMA

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SUMMARY

Anoop Mohan Sharma—a unique blend of creativity, curiosity, and a zest for learning. Over 3 years of experience in SaaS-based environments and, skilled in customer onboarding, product demonstrations, operations, and post-sales support. Known for clear communication, analytical thinking, and proactive problem-solving. Delivering excellent client service across technology in domains such as aviation and F&B. B2B.

WORK EXPERIENCE

Support Associate | Hungry Nites

July 2024 - Till Date

- Demonstrating products, onboarding vendors and customers, helping them set up accounts, training on how to use the platform and played a key role in their sustained growth and retention.
- Drive growth by strategizing marketing activities, collaborating with different teams.
- Coordinating with different teams internally to resolve queries, troubleshooting issue.
- Developed and executed customer success strategies, resulting in a streamlined approach to handling customer and vendors.
- Defined and tracked SLAs to ensure high customer satisfaction and timely resolution.
- Visiting the vendors for a regular checks and audits of proper implementation of SOPs and feedbacks from the customers for further implementation and improvements.
- Training vendors for on-site issue management and quick resolution avoiding escalation.
- Working on CRM tool Zoho Bigin, minimizing response time rate for quick resolution of tickets.

Customer Support Specialist | Insta Charter

July 2022 - June 2024

- Delivering product demonstration to the clients to figure out their requirements. Customer onboarding and product training sessions for how to use the platform for easy adoption. SaaS products in Air Charter Industry, B2B clients.
- Collaborate with tech team to customize features and resolve customers issues and improve product to their need.
- Handled and resolved customer complaints within the set time limits as per SLA.
- Regularly updating CRM with the customer data, stages, and closing tickets.
- Handling HNIs accounts with their requirements, providing timely and friendly support, assisting them with account renewals and subscription issues, taking feedbacks and collaborating with different teams to resolve issues.
- Additionally collaborated and connected Operators, and Brokers, with internal stakeholders to cater their regular requirements related to the product and service.

KEY SKILLS

- Google Sheets & Doc
- Ms Excel, PowerPoint & Word
- CRM Tools (Zoho, Lead Square, Bigin, Zendesk)
- Data Analysis
- Product Training, Demos and Onboarding
- Communication
- Analytical
- Quick Learner
- Issue Management
- Team Player
- Details Oriented
- Problem Solving

EDUCATION

Bachelor of Technology

KIET Group of Institutions, AKTU, Ghaziabad

- Mechanical Engineering
- 2014 - 2018