

# JAYANTH KUMAR

Customer Success | Client Relationship Management | SaaS Onboarding | Customer Retention

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## **PROFESSIONAL SUMMARY**

Customer Success professional with 2 years of experience managing enterprise client relationships in a SaaS-enabled environment. Currently supporting supplier onboarding and operational success for The Home Depot account at Tata Consultancy Services, acting as the primary point of contact for 150+ suppliers. Experienced in customer onboarding, issue resolution, stakeholder communication, and driving customer satisfaction through proactive engagement and SLA management. Skilled in CRM tools, cross-functional collaboration, and identifying process improvements that enhance customer adoption and retention.

## **CORE SKILLS**

Customer Success | Client Relationship Management | Customer Onboarding & Lifecycle | SaaS Support | Account Management | Upselling & Cross-Selling | Customer Retention & Adoption | Churn Prevention | SLA & KPI Monitoring | Zendesk & CRM Documentation | Technical Troubleshooting | Root Cause Analysis (RCA) | Escalation Management | Customer Satisfaction (CSAT) | Cross-Functional Collaboration | Feedback Documentation | Remote Team Collaboration

## **EDUCATION**

M.B.A. – University of Madras

(June 2023 – May 2025)

B.Sc. Physics – Presidency College, Chennai

(June 2019 – May 2022)

## **PROFESSIONAL EXPERIENCE**

**Tata Consultancy Services (Client - The Home Depot)**

**(Apr 2024 – Present)**

**Customer Success Associate – Product Support**

- Serve as the primary relationship manager for 150+ supplier accounts, supporting onboarding, operational queries, and platform adoption
- Manage 30+ weekly customer interactions via Zendesk, ensuring 98% SLA compliance while maintaining high levels of customer satisfaction
- Guide customers through end-to-end onboarding, including documentation setup, pricing validation, and compliance workflows
- Diagnose operational and platform-related issues and collaborate with cross-functional technical teams to ensure timely resolution
- Track escalations, coordinate with internal stakeholders, and drive issues to closure while maintaining clear customer communication
- Maintain detailed CRM documentation of interactions, feedback, and issue history to support reporting and service improvements
- Monitor customer support KPIs using Power BI and Tableau dashboards to ensure performance and service quality
- Identify recurring customer challenges and propose process improvements that reduced supplier rejection rates by 15%
- Participate in weekly operational review calls as an SME to support supplier lifecycle management and stakeholder alignment
- Proactively identify supplier adoption gaps and provide guidance to improve platform utilization, helping strengthen long-term supplier engagement and reduce potential churn risks

## A2 Cloud Solutions (Remote – UK)

(Aug 2023 – March 2024)

### Full Stack Developer Intern

- Developed an Employee Timesheet Management System using Node.js and SQL with role-based authentication
- Built REST APIs and supported troubleshooting to improve system workflows and usability
- Collaborated with remote teams to resolve technical queries and enhance platform performance

## **SaaS PROJECT EXPERIENCE**

### **Customer Onboarding & Product Demo Project – Storylane**

- Designed an interactive SaaS product demo to simulate customer onboarding and improve feature adoption
- Created guided product walkthroughs to help users understand platform workflows and value realization
- Demonstrated understanding of customer lifecycle, onboarding strategy, and product adoption best practices
- Live Demo - <https://www.loom.com/share/d639f59219a749cfb5019677f1a9971c>

## **KEY ACHIEVEMENTS & METRICS**

- **Star Performer Award** - Tata Consultancy Services (2024) - Recognized for maintaining 98% SLA adherence and consistently resolving high-volume support tickets with 99% accuracy
- **SME Recognition** - The Home Depot Account (2025) - Acknowledged for leading weekly performance reviews and reducing supplier rejection rates by 15% through process improvements
- **Orange Handed Award** - The Home Depot Account (2025) - Recognized for proactive issue resolution, stakeholder communication, and onboarding support excellence

## **TOOLS & PLATFORMS**

Zendesk | Power BI | Tableau | CRM Documentation (Salesforce) | Microsoft Excel & PowerPoint | SQL (Basic) | HTML | CSS | Node.js | REST APIs