PRIYA RAMAN

SENIOR CUSTOMER SUCCESS EXECUTIVE

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PROFESSIONAL SUMMARY

Customer success professional with 6 years of experience in SaaS and telecom. I turn unhappy customers into loyal ones, lead small teams, and use data to cut response times. Fluent in English, Tamil and Hindi.

WORK EXPERIENCE

Senior Customer Success Executive — *Freshline Software, Chennai* Apr 2022 – Present

- Manage 60+ business accounts worth ₹2.4 crore a year
- Cut average response time from 9 to 3 hours
- Lead a team of 4 support executives

Customer Support Executive — *Airtel Business, Madurai* Jun 2019 – Mar 2022

- Resolved 80+ customer tickets a day with a 95% satisfaction score
- Trained 12 new joiners on CRM and call quality

PROJECTS

Customer health dashboard · *Zoho Analytics*

- Built a churn-risk dashboard used by 3 teams
- Flagged 40 at-risk accounts a month early

EDUCATION

MBA – Marketing — *Madurai Kamaraj University · CGPA 8.4* 2017 – 2019

B.Com — *The American College, Madurai · 82%* 2014 – 2017

SKILLS

Customer Relationship Management | Zoho & Salesforce CRM | Team Leadership | Escalation Handling | MS Excel & Reports | Upselling

CERTIFICATES

- Salesforce Certified Administrator (2023)
- Google Data Analytics Certificate (2022)

LANGUAGES

English · Tamil · Hindi

AWARDS

- Employee of the Quarter – Q2 2024

PERSONAL DETAILS

Total experience	6 years
Date of birth	12 Apr 1996
Gender	Female
Marital status	Single
Nationality	Indian
Notice period	30 days
Address	12, Anna Nagar West, Chennai 600040

HOBBIES & INTERESTS

Carnatic music, cycling, reading

REFERENCES

Available on request

DECLARATION

I hereby declare that the information given above is true to the best of my knowledge and belief.

Place: Chennai
Date: 26 Nov 2026

Priya Raman