



Vikas Poonia

Customer Success Manager

Knowledgeable and performance-driven Customer Success Manager with a wealth of experience in managing multiple accounts, increasing sales and revenue, developing client onboarding processes, and organizing various professional events and meetups. Possess strong customer orientation, great communication skills, excellent problem-solving skills, and significant ability to successfully lead and manage a group of people.

Contact

Phone

+91 9166672073

Email

vikas3ponia@gmail.com

Address

HSR Layout Sctor 3, Bangalore

Education

2017- 2021

Bachelors in Hotel Management

Amity University, Jaipur

Skills

- Microsoft Office
- Management Skills
- Data Analytics
- Problem Solving
- Salesforce, Asana and JIRA
- Team Leader

Language

English

Hindi

Experience

2022 June - 2022

Pixis | Bangalore

Customer Success Manager

1. Managed a Portfolio of 25+ Clients, the US- Betabrand, Jeti Poles, and All birds, India- HealthifyMe, Tommy Hilfiger, Abbzrob, etc, starting from the Adoption of Service till project completion.
2. Create a Client Success Delivery plan that includes strategies for maximum Influence.
3. Negotiate with influencers and creators for the creation of video advertisements.
4. Conduct monthly/weekly account reviews to ensure clients are meeting their goals and making recommendations to improve metrics.
5. Collaborate with product and sales teams to identify areas of need for upsell/cross-sell opportunities.
6. Worked with Indian clients as well as US clients.

2021 MARCH - 2022 MAY

My Haul Store | Bangalore

Account Manager

1. Handled 50+ accounts of Influencers in a month
2. Handled and managed barter collaboration with influencers
3. Run campaigns to get the most out of the influencers for the various barter collaborations.
4. Amazon collaboration - Handled 120 accounts of YouTube & Instagram influencers with end-to-end execution.
5. Tracking and ROI of the 120 accounts.
6. Handled 4 to 5 brands' collaborations every month.
7. Handled video editing services for clients and on-boarded 10+ clients per month.

2020 Decemeber - 2021 MARCH

Chalks & slate, Bangalore, Karnataka

Sales Intern

1. Social media promotions, creatives/banner posts on LinkedIn, Twitter, Instagram, Facebook, and YouTube.
2. Digital Marketing: handled Facebook and Instagram ads campaign
3. Good experience with Canvas Creative Suite to design initial campaign concepts and creatives.
4. Onboarded 2 clients worth 6 Lac deal for 6 months
5. Event management - handled 2 -3 events per month.



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Expertise

- Client Services
- Campaign Management
- Account Management
- Performance Management
- Affiliate Marketing
- Influencer Marketing

Language

English

Hindi

Experience

2019 April - 2019 October

Observe Now | New Delhi Events and Marketing Internship

1. Responsible for identifying relevant events and end-to-end execution of the same for brand awareness and lead generation.
2. Vendor engagement and negotiation with vendors.
3. Brainstorming and implementing event plans and concepts.
4. Handled budgeting and invoicing.
5. Handled logistics
6. Assisted in branding
7. Worked closely with the project management team
8. Increased brand awareness through event marketing, demonstrations, sales, and brand promotion.
9. Developed planning strategies while creating and maintaining best practices for budgets, project plans, event timelines, and presentations.
10. End-to-end vendor management including liaising and negotiating with vendors