

# NAUSHAVA KHAN

Mumbai, India

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## PROFESSIONAL SUMMARY

Customer Success and Operations professional with 4+ years of experience across SaaS support, client engagement, application support, and project coordination. Proven ability to manage end-to-end customer lifecycles, improve service delivery, ensure SLA compliance, and collaborate with cross-functional teams. Strong expertise in CRM tools, reporting, stakeholder management, and process optimization.

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## CORE SKILLS

- Customer Success Management
  - Client Relationship & Stakeholder Management
  - SaaS Application Support
  - Project & Operations Management
  - CRM Tools: Salesforce, Zoho
  - Ticketing & Project Tools: JIRA, ServiceNow
  - Data Analysis & Reporting (Excel, Power BI)
  - SLA, Escalation & Incident Management
  - UAT, Documentation & Process Improvement
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## PROFESSIONAL EXPERIENCE

### Customer Success Manager

#### **Synergy Connect Data and Innovations Pvt. Ltd., Mumbai**

*June 2025 – October 2025* - Managed end-to-end customer onboarding and engagement to ensure smooth project delivery. - Acted as primary point of contact for clients, addressing concerns and reducing escalations. - Collaborated with product, technical, and operations teams to improve service outcomes. - Tracked KPIs, prepared MIS reports, and ensured adherence to SLAs. - Supported UAT activities, internal documentation, and performance monitoring.

### Customer Success Manager

#### **Aquila I Solutions Ltd.**

*December 2023 – September 2024* - Led client interactions and managed project requirements to identify risks and dependencies. - Conducted kick-off calls, defined scope, and ensured timely project execution. -

Generated regular status reports and monitored customer health metrics. - Reduced escalations through proactive communication and issue resolution. - Utilized JIRA for task tracking and supported SaaS-based implementations.

## **Senior Executive**

### **Ideas for Transformation Ltd.**

*February 2022 – November 2023* - Supported customized CRM development in coordination with DevOps and technical teams. - Provided application and technical support to pan-India retail operations. - Managed customer queries and escalations, improving overall customer satisfaction. - Performed CRM-based data analysis to track sales trends and campaign performance.

## **Operations Analyst**

### **National Insurance Company Ltd.**

*January 2018 – July 2019* - Created MIS dashboards and reports for sales tracking and operational insights. - Assisted in the development of a customer portal for policy status tracking. - Supported backend operations, documentation, and customer coordination. - Acted as liaison between sales, product, and operations teams.

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## **EDUCATION**

### **Master of Science (M.Sc.) – Computer Science**

Makhanlal Chaturvedi University, Bhopal | 2015 – 2017

### **Post Graduate Diploma in Computer Applications (PGDCA)**

Jiwaji University, Gwalior | 2012 – 2013

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## **CERTIFICATIONS**

- Microsoft 365
- Microsoft Excel
- Power BI
- ServiceNow Tool