

## Customer Support / Customer Success-Mumbai

[Apply Now](#)

Company: 2coms

Location: India

Category: computer-and-mathematical

### Job Description

We have urgent opening for Customer Success Consultant / Customer Service Consultant in reputed industry for Malad West- Mumbai location.

Designation **Customer Support / Customer Success**

Must Have: **Should have min 2 years exp. on Customer Success/ Customer Service and Must have good knowledge on SAAS, HRMS, HRTech, HRIT software**

Qualification: **MBA/PGDM (preferably in HR) or relevant work experience after BE/B.Tech**

Location: **Malad, Mumbai**

Experience **Min 2+ Years**

Roles and Responsibilities:

**Act as a techno-functional consultant and provide recommendations on process.**

Configure and manage clients instance on product assist and Train clients to do it on their own.

Devise engagement plans that consider customer business goals and map product capabilities to achieve these goals.

**Drive product adoption, increasing overall retention and achieve process success for customers.**

Support clients during critical HR events like Appraisal, Increments etc.

Support clients to resolve queries or bugs, as and when required.

Gather feedback on product experience during the entire customer lifecycle via targeted surveys.

**Identify prime targets for up-sell/cross-sell and engage Sales team to execute on those opportunities.**

Share best practices with clients on how to achieve product success.

Identify risks proactively, mitigate and escalate as deemed appropriate.

**Requirements**

Requirements:

Relevant experience in HR transformation & change management/HCM implementation and customer management roles / HR consulting roles.

Understanding of Technology systems and HRMS system implementation would be preferred .

Good in MS Excel, Word and PowerPoint .

**Requirements**

Should have min 2 years exp. on Customer Success/ Customer Service and Must have good knowledge on SAAS, HRMS, HRTech, HRIT software.

[Apply Now](#)

## Cross References and Citations:

1. **Customer Support / Customer Success-Mumbai ScrumjobsJobs India Scrumjobs**  
[↗](#)
2. **Customer Support / Customer Success-Mumbai Veterinaryjobs Jobs India Veterinaryjobs**  
[↗](#)
3. **Customer Support / Customer Success-Mumbai Swedenjobs Jobs India Swedenjobs**  
[↗](#)
4. **Customer Support / Customer Success-Mumbai SupervisorjobsJobs India Supervisorjobs**  
[↗](#)
5. **Customer Support / Customer Success-Mumbai Locumjobs Jobs India Locumjobs**  
[↗](#)
6. **Customer Support / Customer Success-Mumbai Cloudjobsnearme Jobs India Cloudjobsnearme**  
[↗](#)
7. **Customer Support / Customer Success-Mumbai ExpertiniJobs India Expertini**  
[↗](#)
8. **Customer Support / Customer Success-Mumbai Teacherjobs Jobs India Teacherjobs**  
[↗](#)
9. **Customer Support / Customer Success-Mumbai EcuadorjobsJobs India Ecuadorjobs**  
[↗](#)
10. **Customer Support / Customer Success-MumbaiGigajob Jobs India Gigajob**  
[↗](#)
11. **Customer Support / Customer Success-MumbaiFinlandjobs Jobs India Finlandjobs**  
[↗](#)
12. **Customer Support / Customer Success-MumbaiHyderabadjobsJobs India Hyderabadjobs**  
[↗](#)
13. **Customer Support / Customer Success-MumbaiTrademethejobs Jobs India Trademethejobs**  
[↗](#)
14. **Customer Support / Customer Success-MumbaiJakartajobs Jobs India Jakartajobs**  
[↗](#)
15. **Customer Support / Customer Success-MumbaiSoftwarejobsJobs India Softwarejobs**  
[↗](#)
16. **Customer Support / Customer Success-MumbaiTechcompanyjobfinder Jobs India Techcompanyjobfinder**  
[↗](#)
17. **Customer Support / Customer Success-MumbaiTrademethejobs Jobs India**  
[↗](#)

**Trademethejobs** ↗

**18. Customer Support / Customer Success-MumbaiManufacturingjobsnearme Jobs India Manufacturingjobsnearme** ↗

**19. Customer support / customer success-mumbai Jobs India** ↗

**20. AMP Version of Customer support / customer success-mumbai** ↗

**21. Customer support / customer success-mumbai India Jobs** ↗

**22. Customer support / customer success-mumbai Jobs India** ↗

**23. Customer support / customer success-mumbai Job Search** ↗

**24. Customer support / customer success-mumbai Search** ↗

**25. Customer support / customer success-mumbai Find Jobs** ↗

Source<https://in.expertini.com/jobs/job/customer-support-customer-success-mumbai-india-2coms-a748ebbf0f/>

Generated on: 2024-05-04 by [Expertini.Com](https://www.expertini.com)