
Raghu Thotakara S

Head of Customer Success & SCRUM Master

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PROFESSIONAL SUMMARY

Experienced scrum master with a proven track record of delivering high-quality software products, on-time and within budget seeks a position with a top technology firm. Experienced Head of Customer Success bringing 7 years of quality performance in customer Success. Skilled in mentoring team members to deliver exceptional service and building team morale through effective communication and positive performance feedback. Accustomed to defusing customer dissatisfaction and managing competing priorities with superior results. Excellent reputation for resolving problems and improving customer satisfaction.

CORE QUALIFICATIONS

- Certified Professional Scrum Master
- Evangelist of agile/scrum principles and methodology
- Proven ability to work creatively and analytically in a problem-solving environment
- Instrumental in enabling the team to achieve the deliverables
- Proven track record in providing exceptional customer experience and increase the Revenue of the organization

SKILLS

* Professional SCRUM Master * Staff mentoring, Team motivation & Leadership * Operational Excellence * Customer Success & Relations * Revenue growth * Process Improvement * Service Level Agreements * Data Analysis * Strategic Planning * Microsoft Office * PMP Trained * Key accounts development *

EXPERIENCE

Landmark IT Solutions — *Head of Customer Success & SCRUM Master*

APRIL 2019 - Present

Head of Customer Success:

- Conducted training and mentored team members to promote productivity, accuracy, and commitment to a friendly service
- Capitalized on \$1.2M in customer up-sell/cross-sell opportunities resulting in 80% increased revenues
- Measured customer support success with clear metrics to attain 95% of CSAT goal
- Played instrumental role in client satisfaction by working with operational teams for proper resolution of service issues
- Created customer support strategy for team of 4 Account Managers to reduce the customer Churn to less than 1.5% and increase MRR

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- Led process improvement and problem-solving efforts to create standard operating procedures and escalation policy for customer success team
 - Facilitated penetration of key accounts via strategic planning initiatives
 - Monitored metrics and developed actionable insights to improve the efficiency and performance
 - Recommended changes, improvements, or deletions in products according to customer feedback
 - Implemented customer experience campaigns. Lead and managing large enterprise clients
 - Liaising with the engineering and product teams while implementing solutions
 - Proactively managing and monitoring the execution of deliverables and status in an effective manner
 - Taking responsibility for end-to-end solution delivery, ensuring timely delivery of high-quality project deliverables through effective team communications and focus on quality
 - Managing relationships and coordinate work between different teams at different locations

SCRUM Master:

- Facilitated sprint planning, daily scrums, retrospectives, stakeholder meetings, and software demonstrations
- Protected development team from outside distractions, impediments, or team conflicts, and maintain focus on product backlog project timeline
- Worked closely with project owner in backlog management and continuous delivery of features
- Educated and reinforce scrum methodology and agile framework to team members and stakeholders
- Directed and led the development team from project initiation through the delivery of the final product.
- Tracked and managed product backlog, burndown metrics, velocity, and task breakdown
- Reporting and managing overall project/release status back to the Scrum Team and the management
- Improved team velocity by incorporating capacity planning into sprint planning sessions
- Coached/Mentored a cross functional team of 12 resources to deliver quality products which led to over \$2.7M in revenue for the year of 2019/2020
- Collaborated with members of the Product, Business and Engineering Teams to develop and maintain Product Backlogs
- Worked with customers and product manager to prioritize and validate requirements
- Helped team complete tasks successfully and on-time and resolved obstacles encountered by team members
- Continuously demonstrated Strong leadership, time management, conflict resolution, and analytical skills
- Coordinated and participated in weekly estimation meetings to provide high-level estimates (Story Points) for backlog items
- Conducted user interviews to help identify and understand different process for each user while simultaneously identifying their pain points
- Working knowledge of tools like JIRA, Freshdesk, Microsoft Office

Conneqt Business Solutions (formerly known as TATA Business Support Services) — *Team Leader Operations*

JUNE 2017 - APRIL 2019

Sutherland Global Services — *Sr. Consultant*

MARCH 2015 - APRIL 2017

TATA Business Support Services — *CCE & Acting Supervisor*

NOVEMBER 2013 - MARCH 2015

CERTIFICATIONS

- Professional SCRUM Master (PSM I)
- Scrum Foundation Professional Certificate (SFPC)
- Become a Project Manager
- Microsoft Project 2019 and Project online Desktop Essential
- Project Management Foundations: Risk

EDUCATION

Progressive Engineering College — *B.Tech*

JUNE 2008 - APRIL 2012

Completed B.Tech in Electronics and Communications with an aggregate of 72%.

AWARDS

- ★ BEST Team Leader - 4 times
- ★ WOW Employee Of The Month
- ★ STAR Performer Of The Month
- ★ TOP 10% of the employees across the Globe
- ★ BEST Reviewer Of The Month
- ★ Best EMPLOYEE Award - 2019

LANGUAGES

Tamil, English, Telugu, Hindi