

POOJA SATHBHAI

CUSTOMER SUCCESS SPECIALIST - CRM Software, Data Analysis & Reporting

✉ psathbhai@gmail.com ☎ +1 (519)-209-5199 📍 [Toronto](#) **in** [LinkedIn](#) 📁 [Portfolio](#)

SKILLS

- **CRM & Analytics Platforms:** Salesforce, HubSpot, Zoho, tracking, reporting, customer health monitoring
- **Customer Success Tools:** Gainsight, Totango for health metrics, churn monitoring, adoption tracking
- **Data Analysis:** Proficient with Excel, dashboards, SaaS metrics (MRR, churn, NPS) for performance insights
- **Onboarding & Implementation:** Product setup, client onboarding, adoption tracking, workflow monitoring
- **Revenue Tools:** Upsell/cross-sell tracking, account reporting, KPI monitoring, and forecasting dashboards

WORK EXPERIENCE

Concierge **January 2026 – Present**
Regal security Inc. *Toronto*

- Managed front desk service requests per shift for 20+ clients using CRM and ticketing platforms, coordinating responses within SLA targets and achieving 95% overall on-time resolution via prioritized workflows.
- Scheduled 5+ weekly client meetings through shared calendars and validation protocols, preventing conflicts, improving engagement accuracy by 40% overall while ensuring seamless client onboarding and adoption.
- Tracked 15+ daily customer requests via internal logs, monitored health metrics, escalated critical issues to product/support teams, reducing resolution time by 30% while maintaining continuous client satisfaction.

Client Solutions Coordinator **December 2024 – May 2025**
Staples Canada *Hamilton*

- Coordinated daily scheduling and order processing for 20+ accounts, leveraging CRM and tracking platforms to ensure 100% SLA compliance, improve adoption, and reduce delays by 35% overall through collaboration.
- Executed quality assurance on 30+ brand-sensitive projects monthly with checklists and minimizing operational errors while maintaining adherence to client specifications and supporting client onboarding requirements.
- Integrated CRM reporting with production workflows for 20+ accounts using internal systems, updated service delivery protocols, driving 22% overall efficiency gains, 35% faster fulfillment, and enabling account monitoring.

Senior Process Associate - Digital Media **August 2022 – August 2023**
Google Operations Center *Hyderabad*

- Resolved 50+ technical escalations weekly across Google Ads, Bing, Yahoo Japan, Baidu, and Facebook for client accounts via CRM, email, maintaining 98% resolution KPI through optimized case management workflows.
- Delivered solutions within 24-hour TAT by diagnosing root causes & documenting 40+ resolution protocols daily, maintaining first-contact resolution rate while supporting client onboarding, operational SOP adherence.
- Resolved 45+ client cases per shift within 35-member team using troubleshooting, quality checks, workflow audits, maintaining 100% overall adherence to performance metrics and monitoring account health.

Customer Operations Associate **July 2017 – August 2022**
Amazon.com *Hyderabad*

- Processed 75+ customer inquiries daily through phone, email, and chat, leveraging CRM and customer success platforms to resolve account, order, and product issues while tracking performance metrics and adoption.
- Deployed troubleshooting protocols across 12 associates using CRM performance trackers, reduced average handle time by 18% overall while supporting client onboarding and account monitoring through workflow automation.
- Implemented retention strategy by analyzing cancellation patterns, deployed intervention protocols, and coordinated with teams to reduce churn by 5%, enabling upsell opportunities while maintaining SLA compliance.

EDUCATION

Postgraduate Diploma – Global Hospitality Management September 2024 – April 2025
Conestoga College, Waterloo, ON, Canada

Postgraduate Diploma – Global Business Management September 2023 – April 2024
Conestoga College, Brantford, ON, Canada

CERTIFICATIONS

- **Certified Associate in Project Management (CAPM) – PMI** 16 November 2025

PROFESSIONAL ACHIEVEMENTS

- Recognized for top client satisfaction at Google Operations Center, while ranking highest in team.
- Guided and mentored a team of 12 associates to achieve productivity targets and quality compliance.
- Awarded Best Employee of the Year at Amazon, driving 10% annual revenue growth through customer retention.