



# Lakshmi Narayanan G

Happiness Enthusiast

## CONTACT

 Chennai, India

 l\_narayanan@glh.me

 + 91 812 201 1126

 [glh.me](http://glh.me)

## SKILLS

Customer Relationship Management 

Customer Engagement 

Conflict Resolution 

Consulting 

Pre-Sales 

Leadership 

## LANGUAGES

English 

Tamil 

## ABOUT ME

Knowledge Hunter, Blogger, Social Media Aficionado, Open Source FanBuoy, Tea Lover, Customer Success Manager @ Chargebee, Former Lead for Chennai Chapter & National Marketing @Headstart

"Knowledge is limited. But imagination encircles the world", said Albert Einstein.

To encircle the world with your imagination, you need to have the "limited" knowledge. Neither is complete without the other. My goal is to attain as much knowledge as possible.

## EXPERIENCE



**Customer Success Manager** *February 2018 - Present*

I am a part of Chargebee's Customer Success team working with our Key Enterprise and strategic customers, ensuring they derive the most value out of the product and translating customer requirements into business goals.

A typical day at work looks like,

- Maintain a healthy relationship with the customer through check-ins
- Delving deep into their use-cases and get a holistic view of their business
- Share actionable feedback with the product team to improve the product that'd benefit the customers
- Product Onboarding
- Driving Feature Adoption



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## STRENGTHS

Obsessed about customer experience

Extremely Curious

Self-driven

Empathetic

Committed

Accountable

## REFERENCES

LN was one of the best hires I've made throughout my career as a hiring manager. He was pivotal to our team at Indix, and was incredibly good at managing customers with his consistent and diligent nature. I could bank on him to deliver the goods, and he never let me down on commitments. I would highly recommend him for any customer-facing roles in a product company. My very best to him

– **Shyam Krishnan, Head of Sales Engineering at Freshworks (Former Director of Customer Success at Indix)**

## EXPERIENCE CONTINUED

- Best Practices Consulting
- Contribute to establishing scalable processes for the Customer Success team operations
- Product Training and Onboarding for team members
- Periodic business reviews for the customer
- Handling escalations and conflict management



### **Customer Success Manager** *July 2017 - February 2018*

Indix is building what's essentially a Google Maps for Products and has the world's largest catalog on the cloud. Simply put, Indix enables gathering, structuring and providing access to all the world's product information.

I was a part of the Customer Success Team that's responsible for ensuring customers derive the most value out of the product and translating customer requirements into business goals.

Some of the key accomplishments include,

- Working with customers across different tiers, including few top-tier Fortune 500 companies, to help them derive the best value from the offering
- Delving deep into the customer's use-case and requirements to identify potential value-adds for both the customer and the organization
- Inspired a culture of closing out feedback loops to ensure enhanced customer experience
- Played a part in kickstarting processes that would help scale the CS operations



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## REFERENCES

Awesome "can do" attitude, great attention to deal, and a good guy to be around. Great with customers big or small.

- **Germain Brion, VP of Sales @ Chargebee**

LN is proactive, energetic and will always be your go to guy during Pre-sales and Post-sales. He has touched all areas of Customer Facing from Presales to Customer success. He understands the customer problem really really well and articulate the product value really well to the customer. For closing enterprise deals, LN would stand by the AE's during Presales, Migration and post sales as well making sure the customer adopts the product, finds value from it, gets ROI and keeps growing with us. Very fast learner and highly agile to have in your team.

- **Pradeep Sridar, Sales Manager @ Chargebee**

## EXPERIENCE CONTINUED



### **Technical Presales** *April 2017 - June 2017*

I was also a part of the newly setup Pre-Sales team @ Chargebee for a brief period, working on the onboarding of Enterprise customers onto Chargebee and assist them with their implementation

### **Customer Success Specialist** *February 2016 - June 2017*

Part of a highly energetic team responsible for ensuring Customer's Happiness A typical day included,

- Working with customers across different tiers, Analyzing customer requests to identify areas of improvement to streamline the support function
- Feature Briefing for Customers
- Addressing How-to's for specific use cases in the form of emails, solution articles, and forum discussions
- Walking prospects through the product features
- Providing customer insights to the product team for managing product roadmap
- Work with Product teams to resolve customer issues

At the end of the day, our team ensured we put a smile on as many of our customers' faces as possible



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## REFERENCES

I had the privilege to interact with Lakshmi in a short stint on an assignment in South Africa on social and collaboration workflows, design patterns and enabling technologies, which helped us create a context from what were initially fuzzy ideas and product goals and putting across his ideas to customer. He is an organized, professional and most importantly, a great listener. Wishing him in all success in future

- **Joseph Samuel, Digital Evangelist, TCS**

I have worked with Lakshmi closely for the last 2 years. 2 things that stand out about him are,

(1) His continuous push to pick up and learn something new. In the fast-changing digital landscape this is the key to being on top of your game

(2) Outstanding work ethics. You could call him up in the middle of the night for an urgent task and he will get it done.

- **Ganesh S, Digital Evangelist, TCS**

## EXPERIENCE CONTINUED



### Digital Workplace & Collaboration Consultant - Social Media & Workplace Re-imagination Practice

*July 2014 - February 2016*

My roles and responsibilities were,

- Responding to RFPs, Proposals
- Closely work with the customers to understand their business challenges
- Position our digital solutions and strategies to bring about workplace transformation to the customer
- Assist the customers in identifying their Knowledge Management (KM) strategy within their organization
- Identify Emerging Trends and Technologies in the Digital Space
- Competitor Watch
- Market Trend Analysis
- Identifying and Reaching Out to Potential Partners in the digital space for Co- Solutioning
- Identify potential offerings based on the challenges faced by the industry and work closely with the product teams on developing them

While the team focused on the entire gamut of Social Media and Workplace Re-imagination solutions, my primary focus was on,

- Knowledge Management
- Crowdsourcing & Innovation
- Enterprise Mobility
- Internal Collaboration



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I had the opportunity of working with Lakshmi Narayanan for over a year. He is someone who takes his time to sign up for stuff but once he does, he gives 110% to the task. He brings in a great balance of thinking about the big picture and the nuts and bolts of execution. He is very open to learning new things and getting his world view challenged. He is a great listener as well and that strengthens his communication skills. He is passionate about the startup space and the possibilities it presents for creating positive change. He shows great energy in getting things done and is a great team player. I wouldn't hesitate at all to rehire Lakshmi if there is an opportunity.

- **Dinesh Tantri, Principal Program Manager Lead at Microsoft (Former Principal Consultant at TCS)**

## EXPERIENCE CONTINUED

I also worked with multiple Fortune 500 clients to assist them in identifying the right approach to digital transformation within their workplace and to,

- Achieve Faster Go-to-Market (GTM) cycle
- Achieve Better Employee Engagement
- Improve their ROI on Collaboration and Knowledge Management platforms by reducing the cost of collaboration
- Automate and digitize their processes

### **Technical Support Engineer** *March 2014 - April 2015*

I was handling the Technical Support (L2) for our Internal Social Networking Product, being used by all the TCS employees (305,000 active users at last count)

### **Developer** *October 2013 - September 2014*

I was a part of the Web 2.0 Labs team, a part of TCS Innovation Labs (TCS R & D). We focused on building Enterprise products driven by behavioral research. The product I worked on was an Enterprise Social Collaboration/Innovation Platform.

I worked on the development and maintenance of our Ruby on Rails codebase for our product, hosted in Gitlab. I was also handling the development and maintenance of the deployment of the said platform for a large multinational bank headquartered in Europe.

### **Trainee Developer** *July 2013 - October 2013*

I was part of the TCS Initial Learning Programme (ILP) where I was a part of the Business Intelligence Processing Stream. We learned and explored working with BI tools such as Informatica and SAP Business Objects and a little bit of Java + SQL.