

Lakshmi Narayanan G

TrailBlazer

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Knowledge Hunter, Blogger, Social Media Aficionado, Open Source FanBuoy, Tea Lover, Happiness Enthusiast
[@Chargebee](#), Leading 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 attain as much knowledge as possible.

EXPERIENCE

Chargebee Technologies Pvt. Ltd. **Customer Success Specialist**

Feb 2016 - Current

Part of a highly energetic team responsible for ensuring Customer's Happiness

A typical day would include,

- 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 product team for managing product roadmap
- Work with Product teams to resolve customer issues

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

Tata Consultancy Services

Jul 2014 to Feb 2016

Multiple Roles - Social Media & Workplace Reimagination Practice

My roles and responsibilities included,

- **Pre Sales** - Product Demos, RFPs, Proposals, building a sales pipeline
- **Marketing** - Develop feature decks, product brochures, product writeups and whitepapers for marketing, market research
- **Digital Workplace Consulting**

Systems/Domains I worked with:

- Knowledge Management Systems
- Crowd-sourcing & Innovation Ecosystems
- Collaboration Systems
- Enterprise Gamification

During the course of this role, I 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

Tata Consultancy Services

July 2013 to April 2015

Developer & Technical Support Executive

Web 2.0 Labs, a part of TCS Innovation Labs

Product: **Social Enterprise/Innovation platform**

During this time, 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 a similar product for one of our European customers during this time

Technologies I primarily worked with: Linux, Ruby, Rails, HTML5, CSS, PostgreSQL, Git

I also came across: CoffeeScript, Redis, Memcached

July 2013 - October 2013:

ILP: Learnt and explored BI tools like Informatica and SAP Business Objects.

March 2014 - April 2015:

Technical Support Executive

I was handling the Technical Support (L2) for our Internal Social Networking Product, being used by all the TCS employees (320,000 active users at last count). I've been a part of this team since March 2014 and from September 2014 - April 2015, I was also involved in training and transitioning of support team members and owning the L2 support process

HeadStart Network Foundation

Oct 2015 to Present

Science and Technology

City Lead for Chennai Chapter and Co-Lead for National Marketing Strategy

I lead the Chennai Chapter and also co-leading national marketing for Headstart Network Foundation, a 100% volunteer driven community with presence across 22 cities in India.

Headstart Network Foundation is the largest network of early stage startups in India. It facilitates entrepreneurial learning, hiring, marketing insights and peer mentoring amongst the Startups and addresses their issues through various initiatives.

Entrepreneurship has been my passion from college times and Headstart has given me the opportunity to work with early stage startups and aspiring entrepreneurs closely in realizing their dreams

EDUCATION

Shanmugha Arts, Science, Technology and Research Academy

July 2009 to May 2013

Bachelor of Technology in Computer Science & Engineering

Graduated with a GPA of 7.8803/10

SKILLS

Customer Engagement, Product Demonstration, Business Development, Business Writing, RFP, Digital Strategy, Blogging, Social Networking, Enterprise Social Networks, Social Media Consulting, Ruby on Rails, HTML, Web Development, Linux, Git, SEO

I also blog at [Hack Your Minds \(http://blog.gln.me\)](http://blog.gln.me) and [TechieFoodie \(http://techiefoodie.in\)](http://techiefoodie.in)

HIGHLIGHTS

Workplace Collaboration Consulting for a Large Telecom Customer

July 2015 - Aug 2015

I traveled to South Africa on the month of July 2015 in the role of a Collaboration Consultant to help one of our large telecom customers to formulate their collaboration strategy and identify the right tool for use within their organization

During this assignment, I worked closely with various customer teams to identify the gaps in their existing processes, what works for them and what doesn't, their expectations from a platform and helped them streamline their approach towards collaboration using a mix of process and tool that helped them save around a million dollars a year.