

VIDYUT PODDAR

Account Specialist · Customer Success & Technical Solutions

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PROFESSIONAL SUMMARY

Customer Success and Technical Account leader with 6+ years across B2B SaaS, Fintech, and product-led environments. At HighLevel, I own a portfolio of high-value agency accounts with **100% retention and zero escalations** — combining JavaScript, CSS, and API skills with strong stakeholder management to resolve the complex, cross-functional issues other teams hand off. Known for turning fragile accounts into long-term partners, building custom workflows where the product falls short, and training peers on advanced technical topics.

EXPERIENCE

HighLevel · B2B SaaS · CRM & Marketing Platform

Oct 2023 – Present

Remote

Account Specialist (promoted Oct 2024)

Oct 2024 – Present

- **Maintained 100% retention, 0 escalations, and 0 churn** across an assigned portfolio of high-value agency accounts in Q1 2026; invited to sit on multiple client-internal steering committees.
- Cleared the team's highest ticket volume in Q1 2026 — **574 resolved, 43-hour average resolution time, 113 CSAT survey returns** — while continuing to own complex de-escalations and stalled tickets from other channels.
- Co-led the **Mastermind sub-account restoration** — manually restored 700+ deleted enterprise sub-accounts in one week to retain a top customer when engineering could not provide a fix.
- Worked with a flagship enterprise agency on a support-channel redesign that dropped their monthly ticket volume **from ~1,200 to ~500 in a single quarter**.
- Built custom technical solutions where the product fell short: a JavaScript analytics dashboard for form submissions, an automated A2P email-parsing workflow syncing to Google Sheets, a Voice AI snippet-to-contact-note pipeline, and a tiered Q&A bot for sub-account users.
- Standardized the A2P 10DLC submission process for several high-volume agencies; QA-reviewed 91 dev escalations (Q1 + MTD) before they reached engineering, raising the support team's standing with Product.
- Partnered with Product Managers to drive enhancement requests through to release (T&Cs for Forms & Surveys, a revamped Restore endpoint for enterprise clients) and supported high-value onboardings, workflow builds for endorsed affiliates, and technical QBRs.
- Delivered internal and client-facing training on Custom CSS, JavaScript, A2P guidelines, Twilio rebilling, IVR / Voice AI setup, SIP Trunking, email deliverability, and AI knowledge-base creation.

Customer Support Representative

Oct 2023 – Sep 2024

- Selected for the L1/L2 ticket pilot program — proved that Priority Support specialists could own the full product surface rather than operate as a narrow, specialized function.
- Led de-escalations for at-risk Priority Support clients, converting low-health accounts into long-term, high-trust customers; migrated several high-touch agencies onto a Slack-based Premium Support model.
- Onboarded and trained new Priority Support team members joining in late 2024.
- Self-driven upskilling across CSS, JavaScript, Google Sheets, the Affiliate Program, and A2P messaging — enabling a shift from troubleshooter to solutions engineer.

Juno · Nuofox Labs Pvt. Ltd. · B2C Fintech

Jun 2022 – Oct 2023

Bengaluru, India

- **Customer Success Specialist.** Owned key support metrics (FRT, AHT, CSAT) for a high-volume Fintech app serving Indian customers banking with US institutions; consistently met productivity and quality targets across chat and account channels.
- Analyzed caller trends and ticket patterns to identify product and process gaps, then partnered with internal teams to implement proactive corrections that reduced repeat contact volume.
- Performed root-cause analysis on complex product and service complaints, surfacing recurring issues to management and informing roadmap and policy decisions.
- Helped draft and roll out customer service policies and SOPs that aligned the team with industry standards.

Satibox Manufacturing Pvt. Ltd. · B2B Manufacturing

Nov 2019 – Jan 2022

Chennai, India

- **Senior Customer Success Executive.** Built and led product training programs and feedback loops for partners and customers, driving stronger adoption of new product lines.
- Coordinated with vendors to produce structured product training video content, reducing the support team's time-to-competency on new SKUs.
- Ran customer feedback campaigns that surfaced top pain points and translated them into product, packaging, and process changes.
- Developed long-running customer relationships across multiple segments, becoming a primary point of contact for partner accounts.

SKILLS

Customer Success & Account Management: Enterprise account ownership · De-escalation & retention · QBR delivery · Cross-functional stakeholder management · Technical demos & enablement · Onboarding strategy

Technical: JavaScript · CSS · HTML · REST APIs · Webhooks · Workflow automation · A2P 10DLC · Twilio (incl. personal Twilio rebilling) · SIP Trunking · IVR & Voice AI setup · Email deliverability & dedicated IP

Platforms: HighLevel / LeadConnector · Intercom · Aircall · Discord Support · Google Workspace (advanced Sheets) · Microsoft Excel · Microsoft PowerPoint · CRM systems

Method & Soft Skills: Root-cause analysis · Process optimization · Technical training & documentation · Written and verbal communication · Discreet handling of high-trust client relationships

EDUCATION

Post Graduate Programme in Management (PGPM), Marketing

Sep 2019 – Sep 2022

Great Lakes Institute of Management — Chennai, India

Bachelor of Commerce, Business Management

Jun 2014 – May 2017

D.G. Vaishnav College — Chennai, India