

Ashish Malviya

Customer Success Lead-Project Implementation

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Dynamic leader and Project Manager with extensive experience in managing client relationships, driving process improvements, and ensuring exceptional service delivery. Skilled in coordinating client onboarding, managing change, and resolving day-to-day queries while aligning with organizational standards and client needs. Adept at managing cross-functional teams, streamlining processes, and leveraging data insights to enhance efficiency and scalability. Proven ability to handle complex client requirements, deliver accurate reporting, and ensure compliance with governance protocols, all while fostering collaboration across stakeholders.



Work History

**Nov 2023 -
Current**

Customer Success Lead-Implementation

Provana, Noida, India

- Collaborated with cross-functional teams to ensure successful project outcomes, optimizing resource allocation and ensuring on-time delivery aligned with client agreements.
- Acted as the primary point of contact for clients, understanding their business priorities, delivering custom reports, and resolving inquiries to ensure high client satisfaction.
- Led product implementations and demonstrations, supporting client onboarding and facilitating change management processes.
- Gathered feedback from clients to continually enhance our service offering, ensuring our platform solutions met client needs.
- Worked with internal teams to manage day-to-day client interactions and resolved queries related to service deliverables, Agent Scorecards for First Party, Collection Industry and Law Firms in North America region.
- Managed communication with stakeholders, addressing their needs, and adjusting product strategy as necessary.
- Proactively identified opportunities for process improvements and worked with internal stakeholders to implement enhancements.

**Jul 2021 -
Nov 2023**

Project Manager

Dynata, Noida, India

- Delivered custom primary market research projects, handling end-to-end coordination with internal teams and vendors, managing stakeholder expectations and ensuring high-quality results

- Managed project tasks and quality assurance using tools such as ConfirmIT, Decipher, and SPSS.
- Conducted risk assessments, identified project risks, and implemented mitigation strategies to ensure smooth project execution.
- Used JIRA to manage tasks and track project progress, ensuring the effective use of resources.
- Developed weekly and monthly project status reports for internal and external stakeholders.

Jul 2020 -
Jul 2021

Assistant Project Manager

NEO Research Consulting Pvt. Ltd, Gurgaon, Gurgaon, India

- Led cross-functional teams through the complete Agile project lifecycle, from requirements gathering to implementation, tracking project timelines and budget adherence and managed over 50 clients.
- Managed client onboarding and facilitated change management processes by collaborating with stakeholders to implement new services and project changes.
- Assisted in the creation of reporting templates and worked on the delivery of periodic reports for clients, ensuring accuracy and adherence to deadlines.

Jul 2016 -
Oct 2019

Operations Analyst

Being Healthy Pvt. Ltd, New Delhi

- Managed multiple projects simultaneously, delivering results within tight deadlines while maintaining high-quality standards.
- Gathered and analyzed customer and market data to inform business strategies, product offerings, and marketing approaches.
- Collaborated with product and QA teams to ensure product quality and timely delivery, contributing to improved product development cycles.



Skills

- **Agile Product Development:** Backlog management, user story authoring, sprint planning, and roadmap creation.
- **Stakeholder Management:** Building strong client relationships, managing expectations, and delivering value-driven outcomes.
- **Project Management:** End-to-end project delivery, risk management, KPI tracking, and cost estimations.
- **Tools & Technologies:** JIRA, Azure DevOps, Zendesk, Salesforce, HubSpot, Power BI, Monday, Microsoft Office Suite (Excel, Word, PowerPoint), ConfirmIT, SPSS.
- **Communication & Leadership:** Leading cross-functional teams, presenting insights, and maintaining clear communication with stakeholders.



Education

Aug 2016 - May 2020 **Bachelor of Technology (B.Tech): Biotechnology**
Amity University - Noida, India



Certifications

- Oct 2023** Certified Scrum Master (CSM), Scrum Alliance
- Apr 2024** Certified Customer Success Manager (CCSM), SuccessCOACHING
- Sep 2024** Foundations of Project Management-Google