

# HARISH RAJU

## Customer Success Manager

### PERSONAL INFORMATION

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# 007, Comfort Opel, 17<sup>th</sup> cross, 7<sup>th</sup> mail BTM second stage, Bangalore – 560076

D.O.B – 9<sup>th</sup> August 1991

FATHER'S NAME – V.M. RAJU

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### EXECUTIVE SUMMARY

Over 6+ years of professional experience combining Customer service, Product sales which includes, Dell EMC Cloud for Microsoft Azure Stack, Xi Cloud Services in Nutanix, NetApp Cloud Volume ONTAP, Service Sales, Sales, Sales Operations, Customer Relationship Management with IT industry. Expertise in Worldwide Business analysis, Sales Operations process, Sales Pipeline and Bookings Analysis, Sales Crediting, Partner performance analysis, Partner and Sales rep programs management etc...

### PROFILE SUMMARY

- A competent professional with over all 6+ years of experience in multiple projects; Sales Operation Support/Coordination and Programs management.
- High on motivation and passionate towards work with leadership skills and analytical abilities. Ambitious with desire to work in a result oriented competitive environment towards the profitability of the organization
- IT & software Skills: MS Office (Word, Excel, PowerPoint, Visio & Outlook)
- Analytical and quality-oriented professional with an eye for in detail, Creative & Innovative Ideas. Booking trend analysis, Pipeline trend analysis, Sales Rep and Partner performance analysis etc.

### AREAS OF EXPERTISE

- Sales: Product (Cloud, Storage, Server, HCI) and Service Sales
- Customer Success
- Account Management
- Pre-Sales: Quoting
- SFDC CRM
- Order Management
- Client Acquisition and Customer Relationship Management
- Global Sales Operation Process
- New Market Penetration
- Business Development
- Growth Strategy
- Client Advisory

### TECHNICAL SKILLS

- Technical Skills: Proficient in Microsoft office tools.
- Hardware and Software Installations and Windows Troubleshooting.

## LANGUAGES KNOWN

<b>Languages</b>	<b>Speak</b>	<b>Read</b>	<b>Write</b>
English	Yes	Yes	Yes
Tamil	Yes	Yes	Yes
Hindi	Yes	Yes	Yes
Kannada	Yes	Yes	Yes
Telugu	Yes	Yes	No
Malayalam	Yes	Yes	No

## CAREER TIMELINE

- Sales Support Representative in **Nutanix** from **14th Nov 2018** till **Sep 2019**
- Sales Engineer Analyst in **Dell EMC** from **7th Aug 2017** till **29th Oct 2018**
- Sales Consultant-Assistant Buying in **Flipkart Private Limited** from **23/01/2014** to **14/04/2015**

## PROFESSIONAL EXPERIENCE

### **Customer Success Manager**

#### **India and SAARC**

**NetApp, BANGALORE, INDIA**

**Dec 2019 – Present**

#### **Job Overview**

- To help clients realize their data fabric goals utilizing the NetApp Public Cloud Services suite of solutions.
- Enable customer champions to accelerate their time to value.
- Ensure that the goals defined in the purchase process are realized.
- Work collaboratively with sales, service, and product teams to drive program execution from the initial sale and throughout the customer lifecycle.
- Ensure that the initial installation goes smoothly, establish a regular cadence of customer touchpoints, monitor incident reports and feature requests for timely outcomes, and generally be the customer's advocate within the Public Cloud Services organization. This is a challenging position in a very fast-paced environment where communication will be key.

The goal of the NetApp Customer Success Program is zero churn; we exist to never lose a customer.

### **SALES SUPPORT REPRESENTATIVE**

**NUTANIX, BANGALORE, INDIA**

**NOV 2018 – SEP 2019**

#### **Job Overview**

The Sales Support Representative (SSR) is responsible for directly supporting Nutanix Field Sales Representative(s). In this role, one will drive productivity and efficiency gains for Nutanix sales by assisting with operational tasks such as sales Quote creation, quote management and ad-hoc back-office administrative tasks that assists in moving sales cycles forward. Work within SLAs to meet the requests of sales. In addition, the SSR will also work cooperatively with internal and external partners to improve the velocity of business and to create solutions that serve the best interests of our customers and partners.

### **Job responsibilities**

- Responsible for managing WW Sales Orders through Sales tools (Salesforce.com)
- Validate new company and address create requests from various systems (Salesforce.com) through cleansing, standardizing and matching, ensuring completeness and accuracy of data
- Provide information and analysis essential for sales planning and strategy development
- Communicate key process information, deadlines, task definition, etc., to different groups (Quote to Invoice operations, Sales Operations, Marketing)
- Actively contribute to team activities and goals using effective verbal and interpersonal skills to share experience and ideas
- Become skilled in Nutanix's sales processes and supporting business applications
- Create Quotes in Salesforce.com
- Coordinate the submission of non-standard discount requests approvals
- Support field, channel and distribution partners to ensure opportunities maintain a high-velocity, quotes are delivered on-time and Salesforce.com is accurate
- Meet and exceed SLAs regarding quote delivery and accuracy for Nutanix sales
- Surface any quote-related challenges immediately to Nutanix Leadership for remediation.

## **SALES ENGINEER ANALYST DELL EMC, BANGALORE, INDIA**

**AUG 2017 – OCT 2018**

### **Job Overview:**

Build and submit solution validation documents (SVCs) and solution qualification requests (RPQs); support RPQ case intake; handle technical inquiries on products and services. Deliver all services to the field within defined SLAs and Quality measurements. Logging of requests in order to provide accurate tracking of cases around various Sales and Presales requests Escalation of problems when appropriate to Team Leader and Manager Work closely with the Presales and Sales teams in building solutions and quotes Development of technical hardware/software quotations and configurations, including full product specifications and pricing. Perform technical configuration requests with configuration tools; address/resolve configuration issues Create current state technical drawing diagrams

### **Job responsibilities**

- Clearly understand the request and provide a solution from personal knowledge assisted by local tools, product documentation and escalation to subject matter experts within the priority level chosen by the requester.
- Have excellent communications skills that ensure quality solutions the first time resulting in a positive experience to the requester.
- Utilize and maintain escalation contact lists for all Products and Services supported by the Pre-Sales Support Centre.
- Broad knowledge of the computer systems environments, Operating Systems and the industry's most popular applications and products.

- In depth experience with the operation, installation and maintenance of several DELL EMC products or their industry equivalents.
- Understand and be able to work questions within the most popular systems and environments in which DELL EMC products operate
- Product development – Transforming buyer requirement into products through activating their needs, shaping it to a product.

**Job related Skills:**

- Sales/Presales awareness
- Experience working with DELL EMC’s Field Sales teams
- Good communication/ Presentation skills
- Customer Service Orientation
- Theatre/division awareness
- Solution orientation
- Presentation skills
- Strong Analytical skills
- Product knowledge

**SALES CONSULTANT-ASSISTANT BUYING  
FLIPKART INTERNET PRIVATE LIMITED,**

**JAN 2014 – APR 2015**

**Job Overview:**

Increase the visibility of the products and help us reach a larger customer base. To bring the products under the spotlight, provide more visibility and boost the Sale.

**Job responsibilities**

- Clearly understand the request and provide a solution for the Customers help them understand the product and sell it.
- Promote Products and sell.

**EDUCATIONAL AND PROFESSIONAL SUMMARY**

- MBA in IT and Systems, from ICFAI University in 2019.
- Bachelor of Engineering graduation in Information Science from PESIT Bangalore (VTU) in 2017.
- H.S.C from Vijaya PU College (Karnataka Pre-University Board) in 2010.
- Matriculate from Adarsha Educational Center (Karnataka Secondary Education Board) in 2007

**ACHIEVEMENTS / EXTRA CURRICULAR**

- Consecutive Best Performer awards in Flipkart.
- Completed Graduation in Flipkart.
- Represented Karnataka National Softball Team.
- Represented VTU National Inter-zone Softball team.
- Captained the PES team to win the Softball tournament (VIE-2012)
- PES College Captain/coach for Cricket and Softball.
- Represented Jupiters (Bangalore) and YCM (Mysore) for II Division Cricket.

- PES Sports coordinator.
- Part of the organizing team in College fest (Maaya).
- College Carom Champion
- College Chess Champion
- Captain of Cricket team.
- Captained the team to win the Ghousia Tournament. Infy Tournament Runner
- Won several sports events in Intra college tournaments
- College dance competition winner.

I hereby declare that all above-mentioned information is in accordance with fact or truth up to my knowledge and I bear the responsibilities for the correctness of the above-mentioned.

References are available upon request.

Date: 23/11/2021

Place: Bangalore

Harish Raju