

Gurjeet Singh

CUSTOMER SUCCESS ASSOCIATE - Process Automation, CRM & Data Analysis

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📍 [Ontario](#)

in [LinkedIn](#)

SKILLS

- **Customer Platforms:** Salesforce, Zohodesk, Freshdesk, Intercom for client lifecycle automation.
- **Data Analysis:** SQL, PostgreSQL, Snowflake, ETL pipelines, Data Warehousing, Query Performance Tuning.
- **API & Integrations:** RESTful APIs, Webhooks, OAuth, Postman, JSON, XML for cross-platform connectivity.
- **Process Automation:** CRM workflows, RPA bots, AI-driven ticketing, SLA tracking, Chatbot integrations.
- **Cloud & SaaS:** AWS Lambda, Azure Functions, Google Cloud Run, SaaS deployment, Infrastructure Scaling.

WORK EXPERIENCE

Customer Success Associate

June 2023 – January 2025

Top Talent Bridge

Ontario

- Executed end-to-end client onboarding processes, configuring ATS and CRM platforms for 100+ professionals, reducing onboarding duration by 45% through automated workflow integrations and structured data validation methodologies.
- Assessed cross-functional coordination between recruitment teams and hiring managers, streamlining talent acquisition pipelines, expediting interview scheduling by 50%, & enhancing candidate tracking through API system enhancements.

Customer Success & Operations Excellence

March 2021 – March 2023

Mr. Milkman by Ever.Ag

India

- Configured and managed SaaS-based subscription models for 100+ dairy clients, implementing systemized workflows that enhanced operational scalability and reduced process inefficiencies by 35% through structured data governance.
- Developed a centralized knowledge repository and optimized API order fulfillment for 50+ enterprises, reducing service resolution time by 45%, enhancing feature adoption by 60%, and standardizing training through structured SOPs.

Customer Success Manager

February 2018 – February 2021

Mr. Milkman by Ever.Ag

India

- Directed coordination of 70+ product deployments between engineering teams and clients, ensuring seamless transition through system integration testing, reducing system downtime incidents by 50% and optimizing deployment efficiency.
- Deployed AI-driven CRM workflows for 100+ monthly client queries, reducing manual triaging by 40%, enhancing response accuracy, and optimizing SaaS platform performance by refining UI/UX based on user engagement analytics.

PROJECT EXPERIENCE

Akshayakalpa Onboarding, Operations & Queries

[Deployed Link](#)

Project Coordinator & Customer Success

- Structured onboarding workflows for 750+ dairy farmers by automating data ingestion, optimizing process efficiency, and reducing manual intervention by 60% through structured API-driven integrations across different data pipelines.
- Enhanced subscription management systems for 100,000+ households using CRM automation, ensuring order accuracy and enhancing user retention rates by 40% through predictive analytics and ML-driven demand forecasting Model.
- Implemented SaaS-based customer ticketing system to resolve operational queries, reducing response time by 35% using NLP-powered query classification, automating resolution pathways, and enhancing knowledge-based response accuracy.
- Integrated IoT-based environmental impact dashboards and geo-spatial analytics, reducing carbon footprint by 40% and delivery failures by 30% through predictive supply-demand balancing, cold-chain tracking, and real-time routes.

HumpyA2 Onboarding, Operations & Queries

[Deployed Link](#)

Project Coordinator & Customer Success

- Devised e-commerce and CRM platforms for automated onboarding of organic farm partners, increasing vendor activation rates by 50% and streamlining compliance checks through AI-driven document verification and data validation.
- Architected multi-channel query management system for 10,000+ customer interactions monthly, deploying chatbot automation and NLP self-service portals, reducing customer service workload by 45% and enhancing query resolution.
- Pioneered the synchronization of inventory management systems, integrating demand-sensing algorithms, reducing perishable product waste by 30%, and optimizing warehouse replenishment cycles using predictive stock-level monitoring.
- Designed blockchain-based supply chain tracking and sustainable packaging analytics, optimizing farm-to-table logistics, ensuring compliance, reducing deviations by 25% and cutting single-use plastic dependency by 70% via smart audits.

EDUCATION

Graduate Certificate - Project Management & Strategic Leadership

May 2023 – January 2025

Lambton College, Ontario

Bachelor of Computer Applications

August 2014 – July 2017

Amity University, India