

TRINAYAN CHAKRABORTY

Assam, India | [HTTPS://trinayan.ch](https://trinayan.ch) | +91 84865 65730 | trinayan.ch@gmail.com

Professional Summary

Operations and Customer Success Manager with over 10+ years of total freelancing experience. Throughout my career, I have honed my skills in strategic planning, process improvement, team management, and customer relations.

I have a proven track record of delivering high-quality results while maintaining a customer-centric approach. I am adept at analyzing complex problems, developing effective solutions, and communicating them clearly to all stakeholders. Additionally, I am skilled in managing cross-functional teams and ensuring that everyone is working towards a common goal.

Overall, I am excited to bring my skills and experience to a new challenge and help drive the success of a company.

Work History

Operations and Customer Success Manager

Apr 2018 - Feb 2023

Memberium

USA (Remote)

- Led process improvement and problem-solving efforts to create standard procedures and escalation policy for customer support team.
- Created and maintained comprehensive customer success documentation for internal and external use.
- Trained new employees on proper protocols and customer service standards.
- Looked after day-to-day operations of the company.
- Was the only testing manager and made sure the product was bug-free before approved for public use.
- Developed systems and procedures to improve operational quality and team efficiency.

Webmaster and Project Coordinator

Dec 2015 - Jan 2018

Computing Australia

WA. Australia (Remote)

- Developing website using industry standard practices mostly on WordPress and Shopify.
- Managing and maintaining client websites
- Liaison with clients to understand their objectives and implementation
- Leading a team of writers and web developers and making sure the projects were completed on time and budget.

Business Analyst & Technical Advisor

Dec 2013 - Oct 2015

Altitude Pads

Georgia (Remote)

- Worked on improving the site to be more user-friendly and better lead collection techniques implemented
- Semi-automating the business with the number of platforms reduced to just 4 from 9 platforms used previously
- Hiring team members for roles such as copywriting, customer support and graphics design
- Daily operations that required meticulous understanding of the systems

Customer Support Expert

Nov 2011 - Oct 2013

BlueFX

Romania (Remote)

- Initial research to decide the best platform for a comprehensive customer support solution
- Designed and implemented Zendesk with Social Media integration
- Trained agents on how to use the system
- Applied effective time management techniques to meet tight deadlines.
- Demonstrated creativity and resourcefulness through the development of innovative solutions.
- Worked effectively in a fast-paced environment.
- Identified issues, analyzed information and provided solutions to problems.

Education

B.Tech: Information Technology

Jun 2011

North Eastern Hills University

Shillong

Graduation with special focus on projects in Steganography and Image Cryptography

Higher Secondary (10+2)

2007

J.B. College

Jorhat

Languages

English

Advanced (C1)

Hindi

Advanced (C1)

Assamese

Bilingual or Proficient (C2)

Certifications

Google Project Management - Professional Certificate