

Vanashree Gawade

Customer Onboarding Manager | Technical Solutions Specialist

Mumbai, India | +91 8411839112 | gawadevan97@gmail.com

Experience: 6+ years

Key Skills

- Customer Onboarding & Implementation
- Technical Integration (Web, App, API)
- Client Relationship Management
- Strategic & Analytical Thinking
- Project & Account Management
- Cross-Functional Collaboration
- Product Training & Enablement
- Stakeholder Communication

Education

Computer Engineering

2015-2019

SSPM's college of engineering

Grade - CGPI (8.72)

12th 2015

B.M.Gogte Jr. College,

Grade - H.S.C (75.54%)

10th

2013

St. Francies Xavier English

Medium High school ,

Grade - S.S.C (85.45%)

Profile Summary

A Customer Onboarding manager with 6+ years of experience managing end-to-end client onboarding, technical implementation, and post-launch support. Proven ability to lead complex integrations, drive product adoption, and act as a trusted advisor to enterprise clients. Strong cross-functional collaboration skills with a focus on customer satisfaction, strategic thinking, and continuous process improvement.

Work Experience

Technical Solutions Specialist

WebEngage 09/2024 - 03/26

- Lead end-to-end onboarding for new clients, ensuring seamless product implementation and integration.
- Set up customer accounts, configure dashboards, and manage custom integrations.
- Conduct training sessions and product walkthroughs to drive early adoption.
- Monitor onboarding progress, ensure milestones are met, and proactively handle blockers.
- Perform regular audits of websites and apps, maintaining historical data for optimization.
- Act as a key liaison between clients and internal engineering, product, and support teams.
- Collect client feedback and implement improvements to enhance user experience.

Senior Technical Account Manager

WebEngage: 10/2022 - 09/2024

- Monitoring individual and account KPIs using Zendesk Explore and Google Sheets
- Establishing and maintaining relationships with heads of key accounts such as Groww, Goibibo, Unilever, Unacademy to name a few

Hobbies

- Sketching
- Painting
- Movies

Social links

<https://www.linkedin.com/in/va-nashree-gawade-b70a5b181/>

Languages

- English
- Hindi
- Marathi

- Continuously identified and developed new use cases for WebEngage that drive adoption and that align to customer business needs and marketing goals. Coached customers and mentored new TAMs.
- Collaborated cross-functionally on innovative product solutions.

Technical Account Manager

WebEngage: 10/2021 - 10/2022

- TAM servers to maintain high-value and churn risk enterprise accounts by providing priority support.
- Served as Tech Support SPOC for Engagement and Analytics POD
- Conducted usage reviews and audits, and drove process improvements through dashboard creation and peer training.

Senior Production Support Engineer

WebEngage: 11/2020 - 10/2021

- Executing advanced debugging, prioritizing JIRA backlogs, documenting issues, and training new recruits.
- Involvement in conducting interviews
- Liaising between engineering, QA, DevOps, product, and support teams to resolve issues

Production Support Engineer

WebEngage: 06/2020 - 11/2020

- Troubleshooting at product level through tools such as browser console, REST API, Kibana.
- Escalation of issues to Engineering Teams via JIRA

Application Support Specialist

WebEngage: 08/2019 - 06/2020

- Investigate reported problems (bugs, errors, performance issues) Replicate the issues.
- Provide timely resolutions or workarounds.
- Escalate unresolved issues to development or engineering teams