



Logistics that empowers

# Job Description Customer Success Manager



## About Freight Tiger

Freight Tiger is India's largest freight network that combines offline with digital to build an intelligent ecosystem for the logistics industry. Founded by Swapnil Shah in 2015, the startup was the first to launch multi-tier visibility in India, which has become an industry norm today. Since then, Freight Tiger has grown to provide end-to-end logistics solutions that help businesses optimize their logistics operations and grow their business. In 2020, the company also launched financing solutions for customers to help them get access to credit and working capital.

Freight Tiger provides its services to 200+ clients including Saint Gobain, Dalmia Group, JSW Steel, Patanjali, Kohler, DHL, Damco, Parle and MRF among others. Freight Tiger is backed by Lightspeed Venture Partners, Shriram Logistics and Moonstone Investments.

**Website :** [www.freighttiger.com](http://www.freighttiger.com)

**Email:** [hr@freighttiger.com](mailto:hr@freighttiger.com)

## Management Team



### Swapnil Shah

CEO & Founder

Swapnil is deeply invested in seeing a paradigm shift in logistics that will improve our everyday lives as makers, movers and consumers. He started his career as a research engineer solving surface engineering and tribology problems at Caterpillar's Technical Center. Prior to founding Freight Tiger, he worked with Dana Holding Corporation, where he played a key role to achieve one of the most successful turnarounds in the US automotive industry. He also set up Dana's commercial vehicle business in India. Prior to this, Swapnil was with Caterpillar Inc, where he set up two services businesses and led an effort to launch "Toyota Production System" through Lean 6 Sigma to achieve operations excellence at GM, Nissan and Mercedes Benz, in the US and Mexico. He holds a BE and an MS in Metallurgical engineering and an MBA from Harvard Business School.



## Amol Shah

Chief Operating Officer

Amol uses his decade long experience in supply chain and procurement with the world's most cutting-edge technology leaders to build operational capabilities at Freight Tiger. Prior to this, he was at Apple, where he played a key role in revamping operations to boost productivity and efficiency, launching new products within aggressive timeframes and rationalizing costs across 11 facilities in five countries. Prior to this, he led the process optimization effort for new product development at Siemens Energy across all business lines. He holds a BE in Production Engineering, an MS in Industrial Engineering and an MBA from Harvard Business School.

## Job Description

Location: Mumbai

### About the Role:

As a Customer Success Manager you will be responsible for growing and managing our most important customers. You will work closely with multiple teams such as Sales, Launch, Operations, Finance and several others. Your responsibilities will include driving adoption and renewals of the Freight Tiger platform, expansion of the account, upselling/cross selling and advocacy across your portfolio. You will be the liaison between the customer and the Freight Tiger ecosystem, streamlining partnership with product management, engineering and professional services.

This role is varied and fast-paced – always adapting to the landscape within the Logistics industry, as well as the business needs.

### Key responsibilities:

- Champion the Freight Tiger platform across your customer base.
- Build and establish exceptional relations with our clients.
- Be responsible for growing the account and achieving its full potential. Be a subject matter expert.
- As Freight Tiger diversifies its product portfolio, you shall be responsible for cross-selling and upselling enhanced products / features to clients.
- Repeatedly strive to deliver value to the client. Maintain a regular cadence of analytical reviews with the client to identify metrics that matter. Ensure the client is seeing ROI on their investment in the Freight Tiger platform.
- Ensure optimal financial health of the account.

## Requirements:

- Experience navigating and steering customer engagements to completion with a high level of customer satisfaction.
- Strong analytical skills, with the ability to translate data into insights.
- Results-driven mentality, with a bias for speed and action.
- Possess exceptional communication, presentation and interpersonal skills.
- Good problem-solving skills coupled with the ability to provide quick resolution to problems.
- Ability to manage and mentor a team. Ability to thrive in a multi-tasking environment and adjust priorities on-the-fly while still having the ability to focus on details and be analytical.
- You will be a strong teammate, but still a self-starter.

## Preferred qualifications:

- MBA/Equivalent Degree along with 4-5 years of experience or Graduate with 7-8 years of experience in customer service management/customer success experience.

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