

Deepak Chanana

Implementation & Client Success Manager | SaaS | HR Tech | Salesforce | Global Teams

Dynamic and results-driven Implementation Manager with over 14 years of experience in customer experience, implementation, project delivery, and team leadership across HR tech, Travel, and fintech industries. Adept at managing excellence through close collaboration with cross-functional teams. Recognized for strategic thinking, people-first leadership, and executorial rigor. Holds a Valid USA travel visa.



March 2022 – July 2025



Company – CareerBuilder.com India Pvt. Ltd.

Designation – Implementation Manager

Core Responsibility – Operational Delivery, managing vendor/partner to provide end to end solutions/ service on Customer Experience

Key Responsibilities:

- Managed high value clients with annual contract value of \$600k - \$1M.
- Owned all escalations (client-facing, internal, and leadership) and acted as the go-to stakeholder across Sales, Product, and Engineering.
- Spearheaded development and prioritization of Salesforce queue enhancements for improved task management.
- Drove collaboration across global teams including Product (India), Development (China, France), and Sales (USA).
- Created standard operating procedures for audits, job mapping, PIID implementation, custom domains, and job branding.
- Launched client-specific re-engagement campaigns and job boosting programs to improve low-performing job EOIs.
- Delivered weekly performance reporting and insights for sales teams and clients.

Key Achievements:

- **Led successful migration of 1,400+ Talent Network sites** from CMS to the new V3 platform over 2 years, with **99.9% success rate and only one client escalation**, showcasing operational excellence and process efficiency.
- **Built and led a high-performing team** of 19 Implementation Specialists and 1 Team Lead across India, achieving **100% SLA adherence** on client onboarding and implementation deliverables.
- **Designed and implemented a robust internal auditing system** to ensure compliance, quality assurance, and delivery accuracy across all implementation projects.
- **Reduced average onboarding turnaround time (TAT) by 35%** through enhanced SOPs, milestone-based tracking, and coordinated handoffs between sales, design, and dev teams.
- **Spearheaded creation of client feedback loop** to gather qualitative insights and influence product roadmap decisions—leading to 4 major enhancements adopted company-wide.

CONTACT DETAILS

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CURRENT ROLE AND EMPLOYMENT

Implementation Manager– CareerBuilder.com India Pvt. Ltd.

PROFESSIONAL EXPERTISE

Cross-Functional stakeholder management
 Digital Retail Lending
 Customer Experience (CX) strategy
 Escalation Management
 Salesforce, JIRA, SQL, Excel
 Process Optimization & Automation
 Global implementation & delivery
 Client onboarding

EDUCATION




M.A. - 2015
 B.A - 2011

PERSONAL INFORMATION

D.O.B. – 15th August 1987

LANGUAGES

English, Hindi, & Punjabi

<p>March 2021 – February 2022</p> 	<p>Company – Cars24 Financial Services Pvt. Ltd. Designation – Manager, Customer Experience Core Responsibilities – Customer Experience, Customer Escalation/Grievance, Digital Retail Lending, Automation, Implementation, WhatsApp quick service</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> ▪ Managing Grievance and Welcome calls teams, to ensure Reduced Grievance Numbers ▪ Creating and Updating SOPs for inter departmental coordination ▪ Understanding process gaps with help of RCAs on customer grievances / escalations, further helping with process improvement and learning opportunities ▪ Enhancing customer Experience by reducing TAT / AHT on customer requests and grievances through Automation on various channels, Voice, WhatsApp Chat and Email CRM <p>Key Achievements:</p> <ul style="list-style-type: none"> ▪ Successfully launched CSAT Bot on WhatsApp ▪ WhatsApp Live Chat Menu Now available for all incoming Chats ▪ Reduced Grievances by 32% through streamlining Welcome Calls and emails to all New Loan Disbursal cases
<p>March 2019 – Jan 2021</p> 	<p>Company – Fareportal India Pvt. Ltd. / Cheapoair.com/onetravel.com Designation – Assistant Manager, SOD Core Responsibility – Grievance / Escalation Management, Business Strategy, Decision Making, Problem Solving, Planning, Stake Holder Management, People Management</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> ▪ Overseeing and spearheading a team of 40+ supervisors and 4 team leaders and evaluating their overall performance ▪ Coordinate with tech and Automation teams to create new tech tools and ensure enhanced CeX and faster execution, resulting in reduction of AHT ▪ Maintain cross functional coordination between end user and legal teams for escalations registered on multiple channels such as call center, emails, live site, social media, regional head offices, stakeholder etc.
<p>January 2017 – September 2018</p> 	<p>Company – Goomo.com / Orbit Travels Designation – Assistant Manager, Operations Core Responsibility – Sales Strategy, Business Strategy, Decision Making, Problem Solving, Planning, Stake Holder Management, People Management</p> <p>Key Responsibilities:</p> <ul style="list-style-type: none"> ▪ Managing overall performance of the outsourced call center ▪ Training activities and production at vendor sites ▪ Manpower forecasting, budgeting, hiring, supervising training activities and production at vendor sites ▪ Transitioning, process improvements and providing support to vendors for smooth running of operations ▪ Regular performance review with vendors and internal stakeholders ▪ Managing vendor billing and invoices <p>Key Achievements:</p> <ul style="list-style-type: none"> ▪ Increased team’s sales from 1.6 Cr to 2.4 Cr in two months ▪ Decreased losses from 2.6 lakhs to .44 lakhs ▪ Successfully transitioned & transformed business processes with significant improvement in Quality & SLA KPIs

April 2016 – January 2017



Company – SatKartar Group – SK247

Designation – Assistant Manager, Operations

Core Responsibility – Operational delivery, Team Management / Performance management

Job Profile - Operations:

- Promoting weekly one-on-ones between supervisors and employees to highlight targets and improvement areas
- Lead and steer monthly and quarterly business reviews with clients and stake holders, to provide more transparency on the business
- Collaborate with product teams to prioritize, manage and resolve degradations, outages, and bugs
- Provide leadership to organization on business process and operational improvement, technical readiness and development, and performance management
- Train and coach team leaders and supervisors on people management
- Lead and maintain employee satisfaction and morale by using reward/recognition tools available
- Actively assist Human Resources with talent acquisition / recruitment process
- Actively involved in strategizing sales focus and targets weekly / Monthly / Quarterly / Yearly.

January 2012 - March 2016



Company – Expedia Inc. on IGT's payroll

Designation – Team leader Tier III

Core Responsibility – Operational Delivery, managing vendor/ partner to provide end to end solutions/ service on Customer Experience

Core Responsibilities:

- Responsible for vendor/ partner customer operations for Expedia Inc.APAC region
Specialty: Escalations of APAC region for Expedia, Hotels.com, LastMinute.com, Wotif and Expedia Affiliates
- Expertise in interacting with customers and local authorities Expedia in India, Singapore, Malaysia, Australia, New Zealand, China, Japan, South Korea, Thailand, Philippines, Indonesia & Taiwan
- Cross-regional coordination between end user and legal teams for escalations registered on multiple channels - Call center, Emails, Live Site, social media, regional / head offices, stakeholders etc.
- Set up and manage critical processes within my domain to optimize average handling time (AHT)
- Drive customer experience & cost efficiencies through CSAT/ VOC apart from managing key call center escalation deliverables with the vendors/ partners
- Measure and continually improve operational efficiency as well as individual productivity

Key Achievements:

- Played a key role in various initiatives to launch/ set-up collaboration between the EMEA and APAC Tier III teams – One agent handles escalations from both regions successfully
- Piloted and helped launch end-to-end customer resolution for Tier III team successfully – Tier III agent receives a complaint / escalation and provides final resolution
- Driving and managing the highest Service level in Tier III teams globally with 90% in APAC
- Established and grew customer experience through improved escalation matrix, forums, and knowledge base across APAC regions.
- Piloted and grew Tier III team 10-fold in size in APAC, which is a testimony to the ever-changing need to improve customer experience and simplifying internal processes
- Driving and promoting vendors to adhere to 3-chase / 5-touch escalation matrix, making Tier III team a one-stop shop for all customers throughout APAC, who failed to get a resolution from tier I & II.
- Participated in formulating solutions for APAC call centers / vendors e.g., Reporting & closure on bugs, improvement in user & agent-interface & improvement in contact ratios

January 2010 – January 2012



Company – Intelnet Global Services Pvt. Ltd.

Designation – Customer service Representative – for Ebookers.com

Core Responsibility – Providing end to end solutions to clients on their travel needs

Job Profile - Operations

- Handled customer queries and modified reservations on request
- Responsible for maintaining high quality performance
- Ensure one-call resolution for every customer
- Manage client expectations to ensure best customer satisfaction survey
- Meet and exceed quality assurance requisites
- Awarded top CSAT performance certificate for two quarters in a row
- Promoted to Retention & resolution desk within one year of joining
- Handled escalations from customer service agents and from the European Market
- Assisted the bottom quartile by sharing ideas to derive better CSAT surveys Worked on Amadeus, Galileo, and Sabre