

## Top Skills

Customer Experience Management

Product Launch

Client Onboarding

## Languages

English (Native or Bilingual) Punjabi  
(Full Professional)

Hindi (Full Professional)

Onboarding and Implementation Specialist @ 365 Retail Markets |  
Driving Client Success

## Summary

As an Onboarding and Implementation Specialist at 365 Retail Markets, I develop and execute strategies to onboard new clients and ensure their successful product and SaaS implementation. I drive the onboarding journey as the primary point of contact for clients during the process, coordinating cross-functional teams and maintaining quality assurance standards. I also prepare regular reports and presentations to update stakeholders on project status and key metrics.

I have over nine years of experience in delivering great customer service, achieving targets, and recognizing opportunities in the tech industry. I have a BA (Hons) in Aviation Management from Buckinghamshire New University, where I received an award for academic excellence. I have strong skills in customer relationship management (CRM), problem solving, and Project Management. I am motivated by creating value for clients and contributing to the overall performance of the team.

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## Experience

### 365 Retail Markets

Onboarding and Implementation Specialist

August 2022 - Present (2 years 1 month)

London, England, United Kingdom

- Develop and execute onboarding and implementation strategies: Create a comprehensive plan for successfully onboarding new clients.
- Client relationship management: Serve as the primary point of contact for clients during the onboarding and implementation process.
- Coordinate cross-functional teams, including sales, operations, product, and support.
- Develop and implement quality assurance processes to ensure that all activities meet established standards.

- Maintain accurate and up-to-date documentation of OB processes, including project plans, progress reports, and client communications. Prepare regular reports and presentations to update stakeholders on project status, key metrics, and outcomes.

## Kbox Global

### Onboarding Team Expert

August 2021 - July 2022 (1 year)

London, England, United Kingdom

- Creating initiatives that help to drive successful product and SaaS implementation.
- Train, Plan and Coordinate B2B clients and manage their timeline toward seeing value. Act as first point of contact for queries and a subject matter expert for the team.
- Provide training on updates, new releases, and enhancements on a regular basis via Hubspot, Slack, Google Suite, etc.
- Creating repeatable processes, resources, and frameworks to use when onboarding clients.
- Manage the performance of a panel of varied suppliers against SLA's, KPI's, contractual terms, budgetary spend, compliance, complaints and quality check.

## VEER EVENTS LTD

### Sales and Operations Manager

January 2020 - November 2020 (11 months)

United Kingdom

- Be an example of best practice at all times and demonstrate relationship management skills with the leads, clients and other key stakeholders.
- To be the first point of contact for the team, recruit new starters to the respective team and ensure that all health and safety company procedures are adhered to.
- To provide management information and reporting data on a weekly basis and any additional reports as required by the Directors.
- Ensure client liaison is smooth and effective. Engagement with clients via social media, calls, face to face, etc.

## Beats by Dr. Dre

### Brand Expert

March 2019 - March 2020 (1 year 1 month)

London, United Kingdom

- Drove profitable sales, brand growth and loyalty for a number of business areas.
- Communicated value and position to sales team and developed tools to support selling process.
- Developed and enhanced customer service experience.
- Reported and measured performance of all marketing campaigns, and assess ROI and KPIs.
- Committed to product development, pricing and new product launches as well as developing new business opportunities.

## Tesla

### Service Specialist

July 2018 - January 2019 (7 months)

London, United Kingdom

- Responsible for driving continuous improvements to facilitate exceptional team output and VIP customer service whilst being able to use my own initiatives.
- Established and maintained excellent working relationships with stakeholders and external suppliers.
- Accurately issued records and data into Dealer Management System and handle high profile customers' and dealer's data confidentially.
- Monitored customer service trends to make necessary improvement and supported my team in developing appropriate standards and CRM processes to continuously elevate the overall Sales and Service experience

## British Airways

3 years

### Ground Operations Agent

August 2015 - July 2018 (3 years)

Heathrow Terminal 3

- Enforce safety/security measures and monitor safety sensitive zones and liaise with departments such as load control and turnaround operations
- Handling the confidential information and demonstrate resilience in operating specially trained equipment to ensure the everyday tasks are performed in a punctual manner
- Constant communication with stakeholders and support administration work at baggage lateral.
- Load and unload co-mail of various weight and dimensions to and from aircraft and applicable airport baggage areas as part of a team.

## Customer Relations Executive

June 2017 - September 2017 (4 months)

London, United Kingdom

- Investigate the flight and the causes of disruption by using various communication channels and computer systems such as Nirvana, Nomad, etc.
- Demonstrate high resilience by assessing each element of the case individually and interpret the data in a clear and analytical format.
- Complying with the EU regulations and prioritising the workload to complete tasks efficiently
- Manage multiple business accounts and handle customer/solicitor's cases professionally and raise applicable payments to the party directly

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## Education

### Buckinghamshire New University

BA (Hons), Aeronautics/Aviation/Aerospace Science and Technology · (2014 - 2017)

### Ealing, Hammersmith & West London College

National Diploma, Finance, General · (2012 - 2014)

### Ealing, Hammersmith & West London College

BTEC National Diploma Travel and Tourism Level 3, Tourism and Travel Services Management · (2011 - 2014)