



CONTACT

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Address :

Marthahalli, Bengaluru, Karnataka

SKILLS

Product : User Research, PRD Writing, Feature Prioritization, CSAT/NPS Tracking, Churn Analysis, customer segmentation, KPI tracking, product roadmap.

Technical : API, OAuth2, JSON, System Mapping, Mobile App Deployment, AI Workflow automation, SQL, HTML, CSS.

Tools : Jira, Zendesk, Firebase, GCP, Salesforce, n8n, Zapier, ClickUp, Postman, App Store Connect, Google Play Console, Gsuite/MS office.

Others : Onboarding, product lifecycle management, Knowledge base creation, SOP documentation.

LANGUAGES

- English : Advanced
- Hindi : Proficient

HOBBIES

- Bike rides
- Anime
- Music
- Movies

VISHNU KANTI

ACCOUNT SPECIALIST

Somewhere between a people-person and a product nerd, that's where I fit best. Drove \$1M ARR across 150+ B2B accounts at GoHighLevel. Passionate about AI-powered solutions and products. Expert at bridging the gap between customer needs and engineering teams through data-driven insights. For me, success isn't just retention metrics, it's when a customer says, "That's exactly what I needed."

WORK EXPERIENCE

Account Specialist @ GoHighLevel (GHL) – Remote | Jul 2023 – Jan 2025

- Managed end-to-end lifecycle of 150+ global B2B accounts, contributing ~\$1M ARR.
- Synthesized feedback from onboarding calls to identify UX gaps in app customizer, prioritized live preview feature that clarified colour/layout changes, boosting feature adoption 32% and cutting support escalations.
- Diagnosed colour picker confusion causing 40% app delays, documented iOS/Android best practices and collaborated on redesign, reducing store rejection rate and resolution time from 7 days to 2 days.
- Analysed ClickUp automation failures missing paid clients, built Google Sheets dashboard with Stripe integration to track at-risk accounts (old app versions), preventing churn and enabling proactive outreach.
- Designed bi-weekly proactive check-in emails for whitelabel clients, reduced inbound support tickets massively (team-wide adoption), built stronger relationships, and earned Group Product Manager recognition.
- Automated workflows (Stripe→Sheets→Email→Zoom) reducing onboarding time 30%; configured GCP services, APNS integration, and resolved OAuth/API issues for seamless customer delivery.

Customer Support Rep. @ SearaHealth - Bengaluru | Aug 2022 – May 2023

- Played a pivotal role as a pilot team member, establishing SearaHealth's customer support process from the ground up.
- Resolved 1000+ customer support tickets using Salesforce, maintaining high client satisfaction rates.
- Collaborated with the health care team to establish and manage patient care.
- Built a self-service knowledge base, reducing inbound support queries and improving response times.

Technical Sales Eng. @ FTD Automation - Bengaluru | July 2021 – Nov 2021

- Delivered product demos and technical training for clients, guiding them through software and hardware solutions.
- Handled client issues via Zendesk, efficiently resolving technical queries.
- Assisted in PCB testing and product simulations, enhancing product reliability and customer confidence.

Digital Interaction Advisor @ [24]7.ai - Bengaluru | Aug 2017 – Dec 2017

- Supported customers via call and chat for Sears, managing billing, refunds, online and in-store order issues.
- Resolved billing, refunds, and product-related queries, ensuring high customer satisfaction scores.

EDUCATION & CERTIFICATIONS

BE – New Horizon College of Engineering (VTU)

2021

Electrical and Electronics Engineering

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7.6 CGPA

- Agile Scrum Foundation - Simplilearn
- Agile Scrum Master - Simplilearn
- Product Management Fellowship - NextLeap (Ongoing)