

# Mamta Singh

Associate Project Manager & Customer Success Manager | Unified CX & Agentic AI Specialist

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## EXPERIENCE

### Rezo.ai, Noida— Associate Project Manager & Customer Success Manager

2019 - PRESENT

**End-to-End Delivery:** Lead the deployment of complex AI/CX Voice and Chatbot solutions for specialized verticals (Collection, Auto, Insurance), ensuring 100% adherence to project timelines.

**Enterprise Success Management:** Oversee the full product lifecycle for high-value accounts, including Maruti, L&T, and CMI, acting as the primary point of contact for both delivery and long-term strategic growth

**Agentic AI Deployment:** Driving the evolution of client CX by replacing legacy voice bots with Agentic AI, enabling automated end-to-end workflows and reducing the need for human intervention in complex customer journeys.

**Client-Centric Roadmapping:** Manage daily client requirements and identify new business needs, translating them into actionable AI training goals to improve CX metrics.

### Adroit Synergies PVT LTD, Noida— Senior Quality Analyst

2019 - 2022

**External QA Management:** Spearheaded Quality Assurance for Airtel Payments Bank across Voice, Email, and Social Media channels, ensuring strict compliance with service standards.

**Escalation Resolution:** Utilized Root Cause Analysis (RCA) to resolve high-priority escalations (PNO, GRO), significantly reducing repeat issues.

**Process Improvement:** Facilitated call calibrations and process analysis sessions to standardize quality benchmarks across multi-channel support teams.

### Radiate E Services PVT LTD, Noida— Quality Auditor

2017- 2019

**Workflow Auditing:** Conducted comprehensive audits of operational workflows, identifying non-conformities and implementing data-driven recommendations.

**Efficiency Gains:** Optimized internal quality benchmarks through rigorous monitoring, directly contributing to improved process efficiency for IndiaMART.

## SKILLS

Project Management  
Requirement gathering  
Resource Planning  
Metrics Tracking  
Account Growth & Expansion  
Customer Success Strategy  
UAT (User Acceptance Testing)  
Conversational AI Design  
JIRA  
AI Model Training & Tuning  
Data Visualization  
VOC Analysis  
RCA Expertise  
Metrics Tracking  
Stakeholder Management  
Google/Azure TTS  
Spinkler/OneDirect

## LANGUAGES

English & Hindi

## EDUCATION

CCS University  
Ghaziabad—BA (Economics)  
2014 - 2016