Aysha Amin

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EXPERIENCE

GlobalLink Strings (formerly Applanga), Remote
Senior Customer Success Manager, **JUNE 2025 - PRESENT**
Customer Success Manager, **MARCH 2021 - JUNE 2025**

- Manages a portfolio of 40+ enterprise and mid-market customers totalling in over $700,000 in annual revenue by driving successful onboarding and product adoption.
- Designs and delivers onboarding, training, webinars, and technical documentation while translating complex concepts for technical and non-technical stakeholders.
- Leads customer escalations, partnering with Product, Engineering, and Sales to resolve complex issues while advocating for customer needs through product feedback and trend analysis.

Cognizant Softvision, Atlanta, GA
Technical Analyst, **JUNE 2019 - FEBRUARY 2021**

- Led end-to-end technical onboarding and content implementation for major media partners including Disney, AMC, and Viacom on behalf of Cox Communications.
- Coordinated cross-functional teams to deliver time-sensitive content launches, promotional campaigns, and pricing updates.
- Translated technical specifications into business requirements and created documentation to standardize workflows and improve team knowledge.

ComWeb Internet Solutions, Atlanta, GA
Technical Support Representative, **AUGUST 2018 - JUNE 2019**

- Implemented and configured HOA management software tailored to each customer's technical and business requirements.
- Guided new customers through onboarding and product training via live webinars, ensuring successful adoption.
- Resolved technical issues for admins and homeowners while creating support documentation that improved self-service functionality and reduced support requests.

EDUCATION

Oregon State University - *Technical Writing Certificate* **(FALL 2026)**
University of Georgia - *Bachelor of Science, Health Promotion*

SKILLS

Enterprise SaaS • Software Implementation • Onboarding • Training • Documentation • Campaign Management • Webinars • Public Speaking • Intercom • Postman • API Fundamentals • JSON