

Contact

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Top Skills

Cloud Services Operations

RFP Support

Deal Registration

Certifications

Group 2 Social / Behavioral
Research Investigators and Key
Personnel

HPE Sales Certified - Edge-to-Cloud
Solutions [2023]

Verified International Academic
Qualifications

Madhur Kumar Garg

Cloud & Partner Programs | Process Improvement & Automation|
Customer Success & Onboarding |Customer Experience | Ex-SAP,
Ex-BMO | ITIL® V4 | CSPO® | ECBA™ | Alteryx® Core Designer |
MBA | B.Tech CSE

Mississauga, Ontario, Canada

Summary

I am a Customer Onboarding and Customer Success professional with over 9 years of experience helping enterprise customers, channel partners, and global organizations successfully adopt cloud and technology solutions. Throughout my career at Ingram Micro, SAP, and BMO Financial Group, I have worked closely with customers throughout their post-sales journey, ensuring seamless onboarding, implementation coordination, customer enablement, issue resolution, and long-term success. I enjoy acting as the bridge between customers and cross-functional teams, ensuring every customer receives a smooth and positive experience from onboarding through ongoing support. My experience includes managing customer onboarding activities, coordinating implementation readiness, resolving customer escalations, supporting cloud solution adoption, stakeholder management, contract administration, CRM systems, pricing coordination, business operations, and continuous process improvement. I have collaborated extensively with Sales, Customer Success, Solution Architects, Product Teams, Vendors, Technical Support, and Operations to deliver successful customer outcomes. My core strengths include:

- Customer Onboarding
- Customer Success
- Customer Implementation
- Customer Enablement
- Customer Adoption
- Customer Experience
- Customer Relationship Management
- Customer Lifecycle Management
- Enterprise Customer Support
- Stakeholder Management
- Cross-functional Collaboration
- SaaS & Cloud Solutions
- Business Process Improvement
- CRM Platforms (Salesforce, Microsoft Dynamics, SAP CRM)
- Business Analytics & Operational Excellence

I am passionate about building trusted customer relationships, simplifying complex onboarding processes, improving customer experiences, and helping organizations maximize customer value through successful implementation and adoption. I am

currently open to opportunities in Customer Onboarding, Customer Success, Customer Implementation, Customer Experience, and Client Success within SaaS, Cloud, and Enterprise Technology organizations.

Experience

Ingram Micro

Senior Professional – Customer Success Operations

August 2022 - Present (4 years 3 months)

Mississauga, Ontario, Canada

Supporting enterprise customers and strategic partners throughout the post-sales customer journey by coordinating onboarding, implementation readiness, customer enablement, and operational excellence across cloud and technology solutions.

Key responsibilities and achievements:

- Serve as the primary operational contact for strategic customer accounts during onboarding and solution delivery.
- Coordinate post-sales onboarding activities, ensuring customers transition smoothly from sales to implementation.
- Partner with Sales, Customer Success, Solution Architects, Vendors, and Operations teams to deliver successful customer outcomes.
- Manage customer configurations, pricing validation, deal registrations, contract administration, and implementation readiness.
- Resolve customer escalations through cross-functional collaboration while maintaining high service quality and SLA commitments.
- Support customer adoption by ensuring timely execution of customer requirements and proactive communication.
- Drive continuous process improvements that streamline onboarding workflows, reduce operational bottlenecks, and improve the overall customer experience.
- Build trusted relationships with internal and external stakeholders to ensure successful delivery of enterprise cloud solutions.

BMO Financial Group

Customer Success Advisor

April 2021 - August 2022 (1 year 5 months)

Mississauga, Ontario, Canada

- Identifying customer immediate needs and supporting customer requests for banking services, including handling transactions.

- Offering advice and guidance on available digital and self-serve options with the goal of making it easy, simple, and fast to bank with BMO.
- Reviewing customer profiles and engaging customers in a needs-based conversation to identify potential opportunities and address everyday banking plans and investment related needs.
- Supporting operational activities (e.g. inventory management, escalated service requests, following up on customer applications, filing, opening and closing activities).
- Taking the initiative to find creative approaches and ways to contribute to the ongoing improvement of the customer's experience.
- Following risk and compliance processes and policies to ensure we safeguard the customers' assets, maintain their privacy while maintaining high ethical requirements.

SAP

8 years 3 months

Partner Service Delivery Specialist

January 2017 - March 2021 (4 years 3 months)

Gurugram, Haryana, India

Managed strategic relationships with enterprise partners and Independent Software Vendors (ISVs), supporting their complete lifecycle from onboarding through ongoing enablement and operational success.

Key responsibilities and achievements:

- Coordinated end-to-end partner onboarding, implementation readiness, contract execution, licensing, and operational support.
- Guided partners through onboarding, program enrollment, Go-to-Market readiness, and cloud solution adoption.
- Delivered enablement sessions that improved partner engagement and adoption of SAP programs and solutions.
- Collaborated with Sales, Product Management, Marketing, Legal, Customer Support, and Operations to ensure successful partner experiences.
- Managed complex customer and partner escalations while maintaining strong relationships and high satisfaction.
- Prepared executive dashboards and business reports to monitor adoption, partner performance, and operational effectiveness.
- Identified process improvements that enhanced onboarding efficiency and improved partner experiences across global regions.

Partner Service Advisor - Operations

January 2013 - December 2016 (4 years)

Gurugram, Haryana, India

- Served as the primary point of contact for business operations, providing process support and operational guidance across multiple SAP programs.
- Answering direct queries (phone and email) from partners regarding the administration and ongoing implementation of strategic partner programs product access, licensing, contracts, and operational processes ensuring timely issue resolution.
- Supported end-to-end partner onboarding, including recruitment, contracting, program enrollment, and Go-to-Market readiness.
- Administered contract lifecycle management by creating contracts, maintaining templates, ensuring data accuracy, and providing first-level operational support to internal and external stakeholders.
- Coordinated merger and acquisition operational activities, including account consolidation, contract updates, license transfers, and solution maintenance.
- Partnered with cross-functional stakeholders to improve operational processes, consistently meeting project deadlines and enhancing service delivery.
- Developed self-service portals, process documentation, and knowledge base articles that reduced routine support inquiries by approximately 20%, improving team productivity and operational efficiency.
- Coordinated regional operational support activities, validating requests and ensuring timely resolution through the Regional Support Center.
- Contributed to continuous process improvement initiatives by identifying recurring issues, documenting best practices, and enhancing operational workflows. Worked closely with regional stakeholders to support partner growth strategies and improve service delivery.
- Promoted adoption of SAP digital assets and value-added services to maximize partner success.

Litchi Knowledge Center

Management Trainee Operations

April 2012 - December 2012 (9 months)

Greater Delhi Area

Looking after the Operations of one of the Service provided by the company "HEALTH CHAMPS" and the inventory management in different locations.

Education

McGill University

Graduate Certificate, Data Science and Business Analytics · (January 2023 - July 2025)

SRM University

Master of Business Administration - MBA, Business Administration and Management, General · (2010 - 2012)

APJ Abdul Kalam Technological University

Bachelor of Technology - BTech, Computer Science & Engineering · (2006 - 2010)