

 **We're Hiring: Customer Success Manager (Internship, On-Site – Ghatkopar East, Mumbai)**

Company: *Kanishka Software Private Limited*

About us:

Kanishka Software Private Limited is a fast-growing **Enterprise SaaS and Digital Transformation company** providing solutions such as:

- **Foodiisoft – Cafeteria Management System**
- **EntryIQ – Visitor Management System**
- **Spacebee – Space & Room Booking**
- **SmartStock – Asset & Inventory Management**
- **Qualus – Audit & Compliance Platform**

Our solutions are deployed in **large enterprises, corporates, universities, and government organizations**.

Role: Customer Success - Intern

Location: Ghatkopar East, Mumbai

Duration: 6 Months Internship

Open Positions: 2

Stipend: Based on performance

Job Type: Full-time (Monday to Friday)

Role Overview:

We are looking for **Customer Success Interns** who are passionate about **technology, SaaS products, and client engagement**.

The interns will work closely with the **Customer Success team** to support **enterprise client onboarding, product demonstrations, and operational support**.

This role offers hands-on exposure to **real corporate clients and enterprise SaaS deployments**.

Key Responsibilities:

Client Support

- Assist the CSM team in **client onboarding and training**
- Help clients understand product features and workflows
- Provide first-level support to resolve client queries

Product Demonstrations

- Assist in **product demos for new clients**
- Help prepare **demo environments and presentations**

Customer Success Operations

- Track customer requests and support tickets
- Maintain customer documentation and onboarding checklists
- Coordinate with internal teams for issue resolution

Data & Reporting

- Maintain client records
 - Track product usage and engagement metrics
 - Assist in preparing customer reports
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Skills Required

- Good communication skills
- Basic understanding of **software platforms or SaaS**
- Organized and detail-oriented
- Comfortable interacting with corporate clients

Preferred Candidates

- BBA / MBA / Engineering students
 - Interest in **Product Management, Customer Success, or SaaS**
 - Freshers welcome
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What You Will Learn

- Enterprise SaaS implementation
- Customer success management
- Client communication & corporate engagement
- Real-world technology deployments