



***CUSTOMER SUCCESS
Delivery Manager (Tech)***
Antal International Network

HOW PERFORMANCE BUILDS TRUST

WWW.ANTAL.COM



THE CLIENT

The client is a Startup loyalty marketing Company that runs its own loyalty programs in partnership with large companies. They also own a SaaS cloud-based loyalty and travel platform that is used for enabling and powering a loyalty led travel booking platform for various companies.

THE ROLE

Delivery Manager- Technology with experience working in SaaS cloud product



Qualifying the role

- Had a detailed qualifying call with Hiring Manager. Client wanted to close the role asap due to the criticality of the project and being a startup they didn't have a resource to handle delivery separately. The candidate persona was mapped accurately with negotiables and non-negotiables of the role and market intelligence.

URGENCY

Client wanted to close the role asap due to the criticality of the project and being a startup they didn't have a resource to handle delivery separately.



HIRING STRATEGY

We deployed a strategy of using a mix of our internal database, social media, internal vacancy panel, referrals and job board.

BEING AGILE

Iterative sourcing, recalibrating the search thrice and reliance on more than one or two sources for candidates to find an ideal fit.



Creating a winning pitch

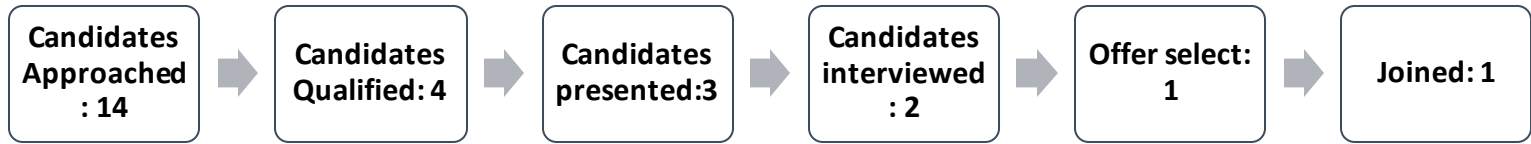
- Before embarking on a search, we created a winning pitch for the candidate- covering the company journey, the specific customer acquisitions and the roadmap for the future. We also brought forth career progression and accelerated learning opportunities that the organization would Provide

Challenges

- **The role came with its share of challenges. To begin with,** the company did not have the luxury of waiting for 2/3 months for the candidate to onboard. The criticality of the project demanded an immediate joiner.
Selling the opportunity for a start-up company on a stealth mode was tough- as candidates normally check the social media handles of a company.



THE KEY METRICS



OUTCOME

- The candidate was able to join within one week he has received the offer.
- Despite few negotiations on the CTC, we finally made it a win-win for both the candidate and the client.
- The client is happy, and Antal has been their exclusive partner (PSL) for their hiring needs.

Other Recruitments: We have successfully placed Product Owners, Business Analysts, Head, Customer Experience with this client



WHY SHOULD YOU WORK WITH US?

- If you want to take the guessing game out of your hiring cycle.
- If you want realistic advice on the market realities and talent landscape.
- If you believe that talent is an organization wide conversation.
- If you want to achieve your business plan.

About ANTAL, Thane office

The office partners for fulfilling the talent needs across Sales, Marketing, Delivery, Program Managers, Quality, Technology across Sectors..

Visit: <https://www.antal.com/recruitment/india-thane-he>

Call: +91 9940035376

Email: MSubramanian@antal.com

