

JASPREET SINGH

Customer Experience Manager II · Forward Deployed & Implementation Engineering (AI-assisted)

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SUMMARY

Customer Experience Manager II with 10+ years in enterprise CX who builds the software customers and teams use. At GreyOrange I designed and solely own nine internal systems, including a Customer Happiness Index platform live across 50+ global sites and build custom tools for individual customer sites, often within the week. AI writes most of the code under my direction; I design the systems, review everything, maintain the test suites, and own deploy and operations.

SKILLS

Build & Delivery: Custom Tools for Customer Sites • API Integrations • CI with GitHub Actions • Deploy & Rollback • Runbooks & Handover

AI: AI-Assisted Development (Claude) • Claude Workflows with Human Approval • AI at Build Time, Rules at Run Time

Built with (AI-assisted): Google Apps Script • Node.js • TypeScript • React • C# / .NET • Convex

Platforms: Salesforce • Jira • Confluence • Grafana • Slack • ClickUp • BigQuery

EXPERIENCE

Customer Experience Manager II | GreyOrange | Gurgaon, India

Mar 2025 – Present (CEM II from Apr 2026)

- Took customer-happiness scoring for **50+ global sites** from **six codebases to one** with a shared engine that ships every feature to all sites in one push, fed by Salesforce, Grafana, ClickUp and Jira.
- Cut Monthly Business Review prep from **hours to about five minutes** with a one-click branded PowerPoint that builds the whole deck; recurring issues come from rules AI mined from thousands of support cases, so no model runs at run time, and a person adds insights before it reaches a customer.
- Built custom tools for single customer sites, often within the week: a floor error-map app, a one-click monthly review deck (**hours to five minutes**), and a leadership roadmap app built and deployed **in one evening**.
- Kept nine internal systems safe to change daily (**2,139 commits in three months**) with **26,000+ automated checks**, CI on every push, hash-pinned contracts, one-command deploy with versioned rollback, and handover runbooks.
- Shipped a deploy tool that pushes, versions, verifies and **rolls back to any numbered version in one command**, with a dry run and a clean-tree guard.
- Removed the only model-calling module across all systems after auditing every outbound call, because its terms allowed training on submitted data; a test fails if one is reintroduced.

Sr. Customer Support Engineer | Enphase Energy | Bengaluru, India

Dec 2022 – Mar 2025

- Ended after-call overtime for agents by pairing live voice-typing with an AI instruction that shaped dictation into the notes template, so notes were done during the call; adapted it for chat with Copilot and rolled it out team-wide.
- Resolved complex solar-system escalations within SLA across voice, chat and email, working fixes with engineering through Jira.

Sr. Associate | NTT Data | Gurugram, India

Jul 2020 – Dec 2022

- Resolved complex technical issues end to end through Jira and partnered with engineering on root-cause analysis, holding SLA.

Technical Support Analyst | Accenture | Gurugram, India

Jan 2017 – Jan 2019

- Built a Google Sites process hub the Business Excellence team adopted and a clickable fintech-app prototype the client recognised; wrote the weekly newsletter for a **150+ person floor**.

Technical Support Engineer | Dell | Gurugram, India

May 2015 – May 2016

PROJECTS

- **Cleverbot** (github.com/Jsingh-26/Cleverbot) — AI chat assistant for web and Android (React, TypeScript, Convex): streams LLM replies through serverless functions so the key never reaches the browser; sign-in, saved history, **57 tests**, Android app.

EDUCATION, CERTIFICATIONS & AWARDS

B.Tech, Electronics & Communication — Guru Gobind Singh Indraprastha University, New Delhi | 2009 – 2013

Google 2026: Stay Ahead of the AI Curve • Use AI Responsibly • Discover the Art of Prompting • Introduction to AI • Maximize Productivity With AI Tools | Google 2025: Foundations of Project Management | **Awards:** Alchemist of the Month, Shining Star, Best Agent (Accenture) • Dell Champion (FY15-16)