

Foreword



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In an era marked by increasing life expectancy, financial security during retirement becomes paramount. Relying solely on pension and investments may not suffice to maintain the desired quality of life.

The simplest way to generate a source of income during your later life is to utilise your skills, experience and contacts in the field where you have spent most of your working career. Alternatively, you can work on building a passion/skill which you already pursue as a hobby and monetise it.

Research shows that retirement may lead to a decrease in mental stimulation which can impact your cognitive health. Learning new skills not only counteracts this decline but also provides a sense of accomplishment and purpose.

PGIM India Mutual Fund's Retirement Readiness Survey 2023 reveals that Indians are seeking various ways to add to their income by monetising their passion and acquiring new skills to fuel their aspirations post-retirement.

Keeping this in mind, PGIM India Mutual Fund has compiled a ready reckoner of a compendium of 50 gigs which you can explore and pursue to become financially independent in your later life.

RENEW, RECHARGE BUT NEVER RETIRE

50 gigs that combine enjoyment and
regular income for life



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1. Online Yoga Instructor
2. Real Estate Advisor
3. Financial Advisory Services
4. Tax Consultant
5. Organic Farming
6. Soft Skills Coach
7. Cybersecurity Advisor
8. Career Counsellor
9. Childcare Services
10. CXO on Hire
11. E-Learning Consultant
12. Tour Guide
13. Game Designer
14. Wedding Planner
15. Interior Designer
16. Beauty and Grooming
17. Landscaping
18. Sports Coach
19. Performing Arts Coaching
20. Cloud Kitchen Services
21. Competency Mapping Services
22. CRM Specialists
23. Talent Management Expert
24. Data Scientist
25. Floral Business
26. Animal Care Services
27. Food And Beverage Consultant
28. Social Media Manager
29. Digital Content Creator
30. Fitness Trainer
31. Brand Designer
32. Event Manager
33. User Experience Designers
34. Supply Chain Specialist
35. Corporate Trainer
36. Learning and Development Specialist
37. Online Educators and Tutoring
38. Start-up Advisory Services
39. Translation And Language Services
40. E-Commerce Strategist And Consultants
41. Starter Plant and Seed Providers
42. Administration Specialist
43. Communications and PR Consultant
44. Bartender
45. Customer Success Consultant
46. Life Coach
47. Tutoring
48. Strategic Sourcing Advisors
49. Product Design Consultant
50. Compliance Advisor And Specialist

#45 Customer Success Consultant

Companies across various sectors are recognising the pivotal role of customer satisfaction in their success. As a result, the demand for experts who can guide them in fostering lasting customer relationships or customer success consultants has surged.

Businesses are keen on retaining their existing customer base as it is often more cost-effective than acquiring new customers. These consultants play a pivotal role in helping companies build strong, data-driven customer relationships, reduce churn, and maximise lifetime customer value.



The Perks

Opting for a post-retirement career as a customer success consultant in India comes with numerous perks. Firstly, it allows retirees to leverage their decades of professional experience, gaining recognition as industry veterans. This role enables retirees to stay mentally engaged and connected to the ever-evolving business landscape.

Furthermore, customer success consultants often enjoy a flexible work schedule, providing the autonomy to choose assignments and hours that suit their lifestyle. This flexibility not only promotes a healthy work-life balance but also enables retirees to continue earning a steady income while enjoying their well-deserved retirement.



What Is Required?

Becoming a successful customer success consultant requires a blend of hard and soft skills. On the hard skills front, proficiency in customer relationship management (CRM) software is vital. Knowledge of data analytics tools is equally essential for interpreting customer data and delivering data-driven insights.



What You Need and How Much Will It Cost?*

Setting up as a customer success consultant in India entails various costs. A reliable computer or laptop can range from ₹50,000 to ₹1,00,000, ₹30,000 to ₹60,000 or more. Monthly broadband plans vary from ₹500 to ₹2,000. Essential software tools like those for CRM (₹1,000 to ₹5,000 per month), data analysis (₹1,000 to ₹5,000 per month), and communication tools (₹500 to ₹2,000 per month) are crucial investments. Building a professional website can cost between ₹3,000 (DIY) and ₹50,000 (hiring a developer).

Professional development courses range from ₹5,000 to ₹20,000 or more. Branding expenses, including logos and business cards, vary from ₹5,000 to ₹20,000. Legal and licensing fees start at ₹5,000, and miscellaneous monthly expenses amount to ₹2,000 to ₹5,000.



Expected Earnings

Earnings for customer success consultants can vary widely based on experience, expertise, industry, and client portfolio. On average, consultants can earn ₹30,000 to ₹80,000 per month.

Experienced consultants with a strong track record and high-profile clients can command significantly higher fees. Specialised services or industry-specific expertise often allow consultants to charge premium rates. Pricing strategies should align with the unique skills and value they offer to clients.



The Final Word

Starting a post-retirement career as a customer success consultant in India offers retirees an exciting opportunity to leverage their experience, enjoy flexibility, and earn a steady income.

With the demand for customer success expertise on the rise, retirees can find fulfilment in helping businesses thrive while enjoying the perks of a rewarding second career.