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Summary

With over 12 years of experience in customer success, I am passionate about helping customers achieve their goals and optimize their investments in SaaS products. As a Customer Success Manager at Apptio, an IBM Company, I leverage my technical skills, domain knowledge, and certifications to deliver value-added services and solutions to enterprise and key accounts.

My core competencies include managing SaaS product lifecycles, renewals, and implementations, as well as providing technical support, team management, and client relations. In my previous role as a Senior Customer Success Manager at Zluri, I managed over 10 million in expenses per month for customers, saving them time and money by streamlining their SaaS portfolio. I also collaborated with cross-functional teams to ensure customer satisfaction and retention. My mission is to empower customers with the best practices and insights to maximize their SaaS ROI and performance.

Experience



Customer Success Manager

Apptio, an IBM Company

Apr 2023 - Present (8 months)

- I manage the success of portfolio of Enterprise and key customers to deliver value across the entire lifecycle
- I prepare roadmaps and customer success plan to make sure the customer is successful
- Driving Quarterly Risk Calls for Customer Retention
- Making sure Salesforce and Gainsight applications are updated with all customer success plans, timelines and recorded all activities
- Set-up and drive the regular status meetings with the customer POC and prepare and send the weekly status reports with the health of the relationship
- Coordinate and train users so they feel comfortable with the platform and are able to derive maximum value
- Advise customers on best practices for SaaS Management and the best way to achieve desired outcomes using the platform
- Resolve customer issues, alone and through collaboration with other teams

Build strong customer relationships by maintaining high levels of engagement and communication



Senior Customer Success Manager

Zluri

Nov 2022 - Apr 2023 (6 months)

- I managed the success of portfolio of Enterprise customers to deliver value across the entire lifecycle
- I was responsible for implementation of new customers; accurately ascertain customer goals and translate them into an implementation plan which provides initial value in a timely fashion.
- I organized the kick-off call and establish the roles and responsibilities of the team.
- Set expectations of the Implementation and finalize the Scope/ requirements with the customer

- Coordinate and train users so they feel comfortable with the platform and are able to derive maximum value
 - Resolve customer issues, alone and through collaboration with other teams
- Build strong customer relationships by maintaining high levels of engagement and communication

Senior Customer Success Manager

Tangoe

Sep 2016 - Sep 2022 (6 years 1 month)

- Accountable for Client Relationship and better customer experience with Expense Management, Cloud Expense Management, Audit & Optimization, Procurement/Fulfillment, and Inventory management Responsible for implementation and renewals for every customer.
 - Successfully driven multiple renewals with budget negotiations and implementations on tight schedule
 - Migrating process related activities to newly acquired Asentinel platform and preparing required artifacts for the same
 - Maintain regular communication with assigned customer contacts to understand and manage performance / service expectations
 - Coordinate the establishment of customer service plans with strategic focus on Continual Service Improvement
 - Deliver and lead Service Reviews/reporting (Frequency - Daily, weekly, monthly, quarterly, half yearly and yearly)
 - Oversight of client financial management metrics to ensure client contractual commitments are met
- Maintain Service focused Open Action Item logs

Technical Support Officer

Marlabs LLC

Apr 2013 - Sep 2016 (3 years 6 months)

- Supported Global end users on their Hardware, Software & Network problems via telephone, email & chat As a shift lead and a SME, Handled Escalation tickets on priority and made sure team members on are on top of their tasks
- Managed a team of 10, trained the new analysts, gave presentations weekly & monthly on the team performance
- Coordinate and manage relationships with vendors and support staff
- Participate in on-going training and departmental development
- Responsible for preparing Daily, weekly & monthly reports on the status of high priority incidents

Order Clerk

Mainstay Teleservices Pvt Ltd

Mar 2012 - Apr 2013 (1 year 2 months)

- I took pizza orders via call for an international call center
- I made sure there are no errors while taking orders
- I provided basic troubleshooting steps with related to the pizza application

Education



Kuvempu University

Bachelor of Science, Information Technology

2008 - 2012

Licenses & Certifications



Apptio Certified Practitioner ApptioOne Exam - Apptio, an IBM Company

CTBME-j9x4I9

Skills

Expense Management • Client Relations • Renewals • Business Strategy • Vendor Management •
Microsoft Excel • Customer Service • Research • Strategic Planning • Technical Support