

Professional Summary	Customer Success & Project Management professional with 5 years of experience driving global enterprise SaaS transformations , customer adoption, executive stakeholder management, and cross-functional delivery. Proven in managing \$1.8M+ enterprise portfolios, improving customer retention, optimizing operations, and delivering measurable business outcomes.	
Education	MASTERS' UNION PGP in Technology & Business Management	2026-2027 Gurgaon
	G.H. RAISONI COLLEGE OF ENGINEERING, NAGPUR BE (Mechanical Engineering) RTMNU CGPA: 7.7	2015-2019 Nagpur
	SARASWATI VIDYALAYA JR. COLLEGE, NAGPUR Class XII MSBSHSEB 72.31%	2014-2015 Nagpur
	SCHOOL OF SCHOLARS, NAGPUR Class X CBSE CGPA: 8.4	2012-2013 Nagpur
Experience	SAP Consultant (Jul'24-Jun'26) Associate Consultant (Jul'22 - Jul'24) Customer Success & Project Management - Managed a \$1M+ ARR portfolio of 30+ Enterprise accounts in North America, driving customer success and account growth - Maintained 92.5%+ CSAT through consultative problem-solving, stakeholder management, and timely issue resolution - Achieved 83%+ customer retention by identifying churn risks and leading cross-functional account recovery initiatives - Built trusted partnerships with C-1 level stakeholders through executive business reviews and aligning solution roadmaps - Leveraged product analytics to deliver strategic recommendations, improving platform utilization and business outcomes - Owned escalations, partnering with cross-functional teams to resolve critical issues and enhance customer experience - Built and led a comprehensive 10-day onboarding program, accelerating consultant readiness and knowledge transfer Implementation & Delivery (SaaS) - Owned 5 end-to-end SAP Concur implementations across ANZ, India and Europe, driving project execution through go-live - Delivered SAP SaaS implementations for enterprise clients including UST, Tech-M, Mitsubishi Motors, Steel & Tube NZ, etc - Executed 4 enterprise expansion projects for US & EU clients, including Biocon, Lupin and Sandvik driving platform adoption - Drove project governance through SteerCo reviews, mitigating risks, resolving dependencies, and ensuring on-time delivery - Structured client requirements through business diagnosis, customer insights into scalable SaaS transformations Key Achievements - Reduced annual effort by 75% by automating Customer Success workflows, enabling scalable and efficient operations - Delivered 3 ANZ enterprise go-lives in a single quarter, earning the Customer Champion award for customer excellence - Enabled 121%+ customer adoption by standardizing FREEDOM project portfolio for faster project delivery - Received 15+ customer commendations and monetary awards for strengthening customer relationships and business impact	Jul'22 - Jun'26 Bengaluru
	CLOUDMOYO Associate Consultant Implementation & Delivery - Delivered 2 enterprise Icertis CLM implementations for GIA and Amobee, integrating Workday, NetSuite, and DocuSign - Trained and mentored 2 FTE consultants, strengthening team capability through structured product enablement - Facilitated discovery workshops and solution configuration, translating business requirements into scalable CLM solutions	Apr'21 - Apr'22 Remote
	URBAN COMPANY Business Development Intern - Generated ₹14.4L onboarding revenue in 23 days by signing 36 salon partners during Nagpur market launch - Executed a 0→1 GTM strategy, establishing Urban Company's salon vertical and expanding city-wide supply - Managed the partner lifecycle from onboarding to activation, enabling successful service delivery on the platform GODREJ & BOYCE Process Engineering Trainee - Optimized assembly workflows and workstation layouts, increasing First Pass Yield by 3% and improving productivity	Jan'20-Mar'20 Nagpur May'18-Nov'18 Goa
Projects	FOREVER INDIAN (D2C E-commerce Store) Founder - Launched a pan-India D2C store generating ₹4L+ revenue with 40+ SKUs through performance-driven growth - Boosted landing page conversions by 11% through funnel analysis, scaling customer acquisition via Meta Ads - Integrated WooCommerce, Shiprocket, and Razorpay, streamlining fulfilment, payments, and order operations	Sept'19-Jul'20 Nagpur
Certifications	- Discovering SAP Business Technology Platform SAP - Icertis Contract Intelligence Professional ICERTIS	Apr'25 Sep'21
Extra-curricular	- Led a team of 8 to organize 10 cultural and technical events, engaging 1200+ participants, as Student Forum Secretary - Directed department expos and ISHRAE student chapter events as Mechanical Engineering Technical Secretary - Earned recognition for photography through multiple exhibitions and publication in the Times of India - Represented the college at Robocon India, collaborating in a cross-functional team at the national robotics competition	
Skills	Business Skills: SaaS Implementation (B2B) Strategic Account Management Customer Success Executive Stakeholder Management Business Analysis Cross-functional Collaboration Project Management Process Optimization Customer Retention Business Development Technical Skills: Microsoft Office Suite Icertis CLM SAP Concur Cognos Analytics Integrations JIRA SQL Freshdesk Gainsight Analytics	