Vikesh Chopra

SENIOR ENTERPRISE CUSTOMER
SUCCESS MANAGER

Details

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Links

Linkedin

Skills

Customer Relationship
Management

Account Management

Large Language Models (LLMs)

RAG & Agentic AI

Tools: Salesforce, Sharepoint,
MS dynamics, Freshdesk, Power
Automate (formerly MS FLOW),
PDF service APIs

Languages: Python, R, Apex, C++

Integrations: REST/SOAP APIs

Databases: SQL, MongoDB

Profile

Customer Success leader with over 11 years of experience (IT-SaaS) and a proven track record of enabling digital transformation and automation using the state of the art technologies across various industries like Banking & Financial Services, Communications & Media, Insurance, Retail, Government, Mining & Resources and Aviation.

Employment History

Senior Enterprise Customer Success Manager, Instabase, Bengaluru
DECEMBER 2021 — PRESENT

- **Portfolio Management**: Effectively managing a **$5.5 M** Annual Recurring Revenue (ARR) portfolio with a **100% retention rate** across key strategic accounts.

- **Team Leadership**: **Manage a team of 13 members** (9 Solution Engineers and 4 Customer Engineers) to ensure seamless operation of the platform and solutions.

- **Solution Consultation & Delivery**: Analyzed data to identify the business value of automation and collaborated with developers to deliver 10+ projects, achieving collective **operational cost savings** of over **$9M** and **average improved extraction** results by **60%**.

- **Expansion Strategies**: Internally collaborated with the Account team to formulate a strategy to identify new avenues for expansion and growth within the accounts, resulting in **additional revenue of $1.2 M** in 2024.

- **Product Feedback, Enhancements & Upgrades**: Collaborate with the Engineering team to prioritize the missing features in the platform. Additionally, Strategize and Plan solution and platform upgrades to incorporate cutting-edge technology.

- **Improved Security Measures**: Worked with the Infrastructure team to identify the gaps in the vulnerability remediation process, **reducing the ETAs** for fixes for Critical and High vulnerabilities **by 33%**.

- **Efficient Onboarding**: Implemented a customized customer onboarding process that **reduced time-to-value by 30%**.

- **Executive Engagement**: Facilitate quarterly Steercos with customer executive teams to align strategies and drive value.

Solutions Consultant, Adobe Systems, Bengaluru
FEBRUARY 2021 — DECEMBER 2021

- Work with the sales team to **identify and qualify** business opportunities.
- **Lead discovery sessions** with the prospect to understand their business challenges/issues and develop a solution to overcome those challenges.
- **Demonstrate** the entire suite of Adobe Document Cloud and integrations to key stakeholders.
- Assist Partners and Implementation team in **building Proof Of Concepts** for prospect customers.
- Provide **guidance, support, and recommendations** to prospect customers for best implementation practices.
- Develop knowledge about **competitors and develop sales strategies**.

- Respond to customer **RFI/RFPs** and develop written communications that address customer requests.
- **Train new Account Executives and Partners** on product features and functionalities so that they can pitch the products to prospect customers.
- **Lead cross-functional collaborations** to deliver the most optimum solutions and product enhancements for the customer.
- Helped the Sales team to achieve **100% (target revenue)** for over 2 quarters.
- Awarded '**Solution Consultant of the Quarter**' Q2 2021.

Enterprise Customer Success Manager- Document Cloud, Adobe Systems, Noida
FEBRUARY 2016 — FEBRUARY 2021

- Responsible for the retention of **~$2.4M ARR** (PAN India) contributing significantly to the overall business of $6M.
- **Hire, mentor, train** new team members thereby adding to the growth of the overall CSM team.
- Have consistently achieved over **95% (target revenue)** for over 3 quarters by retaining, identifying and converting opportunities for cross-sells and up-sells in the existing business.
- Manage the entire customer life cycle from client **onboarding, product training workshops**, platform **adoption** to **retention** and **growth**.
- Help clients with **custom integrations** using APIs.
- Work with client's **Development team** to help them setup integration with existing platforms/tools. Work with business clients to help them digitize paper based workflows.
- **Solely managed** Enterprise accounts across various regions- US, UK, ANZ and India.
- Awarded '**Best Customer Centricity Award**' Q3 2020.
- Awarded '**Rockstar CSM**' for the Year 2018.

Technical Support Consultant (Adobe Sign), Adobe Systems, Noida
AUGUST 2014 — FEBRUARY 2016

- **Managed and Mentored** a team of 4 Product Analysts.
- **Developed, organized, and tracked** key performance metrics and company profiles for the product team for better corporate productivity and monitoring.
- Provided **consultation** to the customers to help them automate their business workflows using native Integrations.
- Deliver **training sessions on APIs** and Integrations to up-skill the team.
- Handled **client escalations** related to services and APIs.

Product Analyst (Adobe Sign), Adobe Systems, Noida
AUGUST 2013 — AUGUST 2014

- Provide **technical Dev Support** to the Enterprise customers.
- **Analyze reports** and cases to maintain the CSAT score of the team.

Education

Post Graduation Diploma in data science and business analytics, Indian School of Business, Hyderabad
AUGUST 2018 — JANUARY 2020

B.Tech, Bharati Vidyapeeth's College of Engineering, New Delhi
AUGUST 2009 — JULY 2013