



Vikesh Chopra

SENIOR ENTERPRISE CUSTOMER
SUCCESS MANAGER

Details

+971 55 908 7532

+91-9810437444

vikeshchopra109@gmail.com

Links

[LinkedIn](#)

Skills

Customer Relationship
Management

Account Management

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

Large Language Models (LLMs)

RAG & Agentic AI

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

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- Work with the sales team to **identify and qualify** business opportunities.
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- **Lead discovery sessions** with the prospect to understand their business challenges/issues and develop a solution to overcome those challenges.
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- **Demonstrate** the entire suite of Adobe Document Cloud and integrations to key stakeholders.

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- Assist Partners and Implementation team in building Proof Of Concepts for prospect customers.
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- Provide guidance, support, and recommendations to prospect customers for best implementation practices.
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- Develop knowledge about competitors and develop sales strategies.
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- Respond to customer RFI/RFPs and develop written communications that address customer requests.
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- Train new Account Executives and Partners on product features and functionalities so that they can pitch the products to prospect customers.
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- Lead cross-functional collaborations to deliver the most optimum solutions and product enhancements for the customer.
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- Helped the Sales team to achieve 100% (target revenue) for over 2 quarters.
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Enterprise Customer Success Manager- Document Cloud, Adobe Systems, Noida

FEBRUARY 2016 – FEBRUARY 2021

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- Responsible for the retention of ~\$2.4M ARR (PAN India) contributing significantly to the overall business of \$6M.
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- Hire, mentor, train new team members thereby adding to the growth of the overall CSM team.
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- 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.
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- Manage the entire customer life cycle from client onboarding, product training workshops, platform adoption to retention and growth.
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- Help clients with custom integrations using APIs.
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- 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.
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- Solely managed Enterprise accounts across various regions- US, UK, ANZ and India.
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Technical Support Consultant (Adobe Sign), Adobe Systems, Noida

AUGUST 2014 – FEBRUARY 2016

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- Managed and Mentored a team of 4 Product Analysts.
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- Developed, organized, and tracked key performance metrics and company profiles for the product team for better corporate productivity and monitoring.
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- Provided consultation to the customers to help them automate their business workflows using native Integrations.
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- Deliver training sessions on APIs and Integrations to up-skill the team.
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- Handled client escalations related to services and APIs.
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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 2025

B.Tech, Bharati Vidyapeeth's College of Engineering, New Delhi

AUGUST 2009 – JULY 2013

Awards and Recognition

Solution Consultant of the Quarter, Adobe Systems

SEPTEMBER 2021

Best Customer Centricity Award, Adobe Systems

PRESENT

Rockstar CSM of the year, Adobe Systems

JANUARY 2018