

Manish Singh

Customer Success Manager

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PROFILE

I've spent the last 4+ years working across SaaS, retail tech, healthcare, mfg and beyond, where every client, project and challenge demanded a different approach. I believe customer success is a human skill, not a domain one. I build trust through clear expectations, realistic commitments and consistent delivery. Working with global mid-market clients taught me to define scope early, communicate transparently and let outcomes speak louder than promises. I'm equally invested in improving how work gets done, using AI to automate tasks with judgment.

EDUCATION

Bachelor of Engineering (BE) - Mechatronics, Gujarat Technological University

2018 – 2022 | Anand

SKILLS

Revenue & Growth: New Business Development, Revenue Operations, Upsell & Cross-Sell, Strategic Prospecting, Target Planning, A/B Testing, Risk Management, Client advocacy, Account Setup

Account & Customer Success: Customer Onboarding, Account Management, Stakeholder Management, QBR Execution, Enterprise Agreements, Process Improvement, Enterprise Engagement, Enterprise Training, Business Performance Review, Service Implementation

Leadership & Soft Skill: Work Ownership, Team Coordination, Business Negotiation, Networking, Stakeholder Communication

Tools, Analytics & AI Technologies: Gainsoft, Power BI, Salesforce, Freshdesk, Notion, Jira, Slack, Mixpanel, Typeform, Excel Dashboard, Prompt Engineering, AI Workflow Automation, Apollo.io, Loom, Mailchimp

PROFESSIONAL EXPERIENCE

Tecxar, Customer Success Manager

12/2024 – Present | Remote

- Owned 22+ global B2B Enterprise Accounts, driving 80% SaaS adoption through structured onboarding, stakeholder alignment & automation.
- Served as primary VoC, coordinating engineering, product and support PODs to accelerate issue resolution, achieving NPS 40+ & CSAT 90%+
- Conducted 6+ QBRs per month, translating insights into actionable recommendations, strengthened ROI & strategic expansion opportunities.
- Maintained healthscore 80%+ by identifying barriers early, delivering targeted training programs & workflow optimization across departments
- Guided BI impl., ensuring 2-4 weeks go-live, measurable value realization, API integrations, developed 15+ KB articles improving enablement.
- Consultative solution mapping, maintaining \$350K+ ARR, 8% ↑ ACV achieving 103% NRR, meeting SLA ≤ 24hrs, retention >90% & churn <5%

Bigbasket

Senior Program Associate

05/2023 – 12/2024 | Remote

- Owned 30+ enterprise accounts generating \$ 7.3 M annual revenue, delivering 12%+ YoY NNR portfolio growth through strategic planning.
- Led QBRs translating commercial insights into expansion initiatives, increasing active assortments, advertising adoption and engagement.
- Served as POC, aligning cross-functional stakeholders to resolve escalations, accelerate decision making and strengthen B2B partnerships.
- Consulted brands on pricing, promotions and inventory strategy, enabling marketplace growth across diverse consumer product categories.

Program Associate

06/2022 – 05/2023 | Remote

- Onboarded enterprise onto quick retail-tech platform, enabling seamless catalog activation across 3,500+ SKUs within targeted timelines.
- Guided seller adoption through platform training, improving reporting utilization, inventory and operational compliance across portfolios.
- Coordinated with category, finance, and operations teams, resolving seller issues while maintaining high service continuity and satisfaction.
- Monitored dashboards, identifying revenue risks early and recommending corrective actions that strengthened performance and retention.

Phonepe, Intern (Partner Onboarding)

12/2021 – 06/2022 | Remote

- Collaborated partner onboarding process, tracking KYC, activation status & A/C health while resolving onboarding issues with internal teams.
- Delivered trackers and MIS reports for onboarding progress, supporting pipeline, SLA compliance and timely merchant account activation.

J M Baxi, Intern (Operations)

05/2021 – 06/2021 | Kandla

Sun Pharma, Intern (Supply Chain & Logistics)

03/2021 – 05/2021 | Vadodara

CERTIFICATIONS & TRAINING

Negotiation Foundations, Project Management Institute, Inc.

05/2026

AI Tools Workshop, Be10x

01/2026

Business Analytics Workshop (IIT-B), Kyrion Technologies Pvt. Ltd.

2019

Root Cause Analysis, Project Management Institute, Inc.

05/2026

AWARDS & ACHIEVEMENTS

AI Fluency: Framework & Foundations, Anthropic Education

2026

Star Performer Award – Q3 2023, Bigbasket

25/08/2024

Client Retention Champion, Bigbasket

10/2022

KEY CLIENT PORTFOLIO

Enterprise — Ezsip, Vodafone, British Telecom, Solaris Healthcare, UnitedHealth Group, HCA Healthcare, Bharat Forge, Apollo Tyres, Cleardue, Mahindra Agri Solutions, Parle, Magson, Jio Kirana Mart, Arvind Limited, Paper Boat, MedPlus, McCain Foods, Veeba, HUL

PROJECTS

Customer Self-Service Resource Center, Tecxar

01/2026

Coordinator, E - Cell IIT - Bombay

2022 | Present