

Ankit Tewari

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OBJECTIVE

Customer Success Manager with extensive experience managing enterprise accounts across India, APAC, and the US, specializing in B2B SaaS products. Achieved a 92% customer retention rate and boosted product adoption by 35% through strategic account management, targeted change management, and data-driven insights. Excels at leveraging analytics to identify product gaps and drive measurable improvements, including a 22% increase in CSAT and a 10-point NPS gain. Skilled in project and product management, client onboarding, and stakeholder engagement, with a strong commitment to customer satisfaction and business growth.

WORK EXPERIENCE

GalaxEye Space Solutions Private Limited

Customer Success Manager- India and US | In-Office

Bengaluru, Karnataka

Jan 2025 – Present

- Working as a Product and Customer Success Manager to build the geospatial solutions for Aqua and Agri. Managing 6+ customers.
- Initiated and started new business vertical in Agriculture. Prospecting and closing deals as a BDM & Account Manager.
- Identified 20 product bugs within a month of joining and pushed them for resolution.
- Implemented Clickup as a product/ project management tool to streamline the product management and prompt customer support.

Cropin Technology Solutions

Customer Success Manager- APAC | In-Office

Bengaluru, Karnataka

Jan 2024 – Nov 2024

- Managed 10 enterprise accounts across India and APAC with an ARR of ₹2 crore (~\$250K USD). Achieved a 92% renewal rate through tailored engagement strategies and quarterly reviews.
- Boosted product adoption by 35% in APAC within 6 months by implementing targeted change management and feature training, reducing churn by 10%.
- Resolved 95% of customer escalations in India and APAC within 24 hours by streamlining processes with Product and Engineering, increasing CSAT by 22%.
- Reduced data upload time by 50% and errors by 30% through module optimization, saving clients over 500 work hours annually based on structured feedback.
- Recovered \$20K in ARR from a key APAC client by leveraging Mixpanel analytics to address performance concerns, driving a 50% boost in product adoption.
- Collaborated with Product teams to resolve 20+ enhancement requests, cutting resolution times by 40% and increasing NPS by 10 points in India and APAC.
- Onboarded 400+ users across 3 clients and 8 systems in APAC in under 3 months, reducing onboarding time by 30% through streamlined training.
- Drove 12% upsell growth in India and APAC by identifying feature gaps and launching re-engagement campaigns, resulting in \$20K in new revenue.

SatSure Analytics India Private Limited

Customer Success Manager | In-office

Bengaluru, Karnataka

May 2021 – Dec 2023

- Administered deliveries for SAGE, an Agri and Banking SaaS product suite, for 6 key enterprise accounts, including 3 of India's largest private sector banks, managing an ARR of ₹6 crore. Oversaw product adoption by 2,000 end-users.
- Onboarded and trained 250+ users across multiple products, accelerating feature adoption by streamlining training and support, leading to a 25% faster product utilization rate.
- Led project management for new feature rollouts and co-created product enhancements with key accounts, resulting in 3 major releases for a bank's collections application.
- Drove expansion in 3 key accounts, achieving ARR growth of 100%, 100%, and 50% through targeted cross-sell and up-sell strategies, generating significant incremental revenue.
- Built an Admin Portal to streamline delivery reconciliation and expedite invoicing, reducing processing time by 50% for both clients and SatSure.
- Positioned remote sensing technology as essential in agriculture, driving product adoption by demonstrating its critical value through change management, resulting in increased customer buy-in.
- Maintained regular cadence with key stakeholders, presenting usage reports and performance metrics that showcased product value and drove strategic engagement, improving client satisfaction by 15%.

HDFC Bank Ltd.

Relationship Manager (MT) | In-office

Rudrapur, Uttarakhand

Oct 2020 – Apr 2021

FUNCTIONAL SKILLS & LANGUAGES

- Strategic Account & Client Management
- Business Acumen
- Customer Success & Retention
- Client Presentations and Business Reviews
- Client Onboarding
- Customer Playbooks
- Stakeholder Engagement
- Churn Reduction
- Upsell and Cross Sell
- CRM Tools (HubSpot, Zoho), Agile (JIRA)
- Communication & Training
- Cross-Functional Collaboration
- Project & Product Management
- Data-Driven Insights
- Technical & Platform Proficiency

CERTIFICATIONS

- **SQL Fundamentals** (DataCamp)
- **Online Marketing Fundamentals** (Google, 2018)
- **Business Statistics and Analysis** (Coursera, 2020)

EDUCATION

MANAGE

Masters of Business Administration

Hyderabad, Telangana

GB Pant University

B.Sc Food Technology

Pantnagar, Uttarakhand

LANGUAGES

English, Hindi and Punjabi