

# RACHIT JAIN

## Customer Success Leader | Director / AVP Level

Gurugram, Haryana, India | +91-7042654058 | jainrachit0316@gmail.com | [linkedin.com/in/rachitjain89](https://www.linkedin.com/in/rachitjain89)

### PROFESSIONAL SUMMARY

Customer Success Leader with 18+ years of experience driving Annual Recurring Revenue (ARR) growth, improving Net Revenue Retention (NRR), and delivering measurable business impact in IT Outsourcing and Software-as-a-Service (SaaS) industries. Proven track record leading Customer Success Manager (CSM) teams of 15+, achieving 90%+ retention rates, and reducing churn by 20%+ through cross-functional collaboration and data-driven Customer Health Score monitoring. Expert in value-based SaaS strategies, Executive Business Reviews (QBR), customer onboarding, adoption programs, and renewal management. Skilled in Salesforce, HubSpot, Zoho and Freshdesk. Targeting Director of Customer Success or AVP of Customer Success roles in India, remote, or internationally with visa sponsorship.

### KEY SKILLS & TOOLS

#### Core Competencies

- ❖ Customer Success Management
- ❖ Annual Recurring Revenue (ARR)
- ❖ Net Revenue Retention (NRR)
- ❖ Churn Reduction & Prevention
- ❖ Renewal & Expansion Revenue
- ❖ Customer Health Score Monitoring
- ❖ Executive Business Reviews (QBR)
- ❖ Onboarding & Adoption Programs
- ❖ Strategic Account Planning
- ❖ Cross-functional Team Leadership
- ❖ Upselling & Cross-selling
- ❖ Customer Lifetime Value (CLTV)

#### Tools & Platforms

- ❖ Salesforce CRM
- ❖ HubSpot
- ❖ MS Teams / Zoom
- ❖ Freshdesk
- ❖ Zoho CRM
- ❖ ConnectWise

### PROFESSIONAL EXPERIENCE

#### Senior Manager, Customer Success | OculusIT

Nov 2024 – Present

- Manage a portfolio of 20+ top-tier accounts in the IT Outsourcing (ITO) sector, handling a book of business exceeding \$22M in annual revenue, while maintaining 95%+ Customer Satisfaction (CSAT) scores through proactive engagement and tailored solution delivery.
- Led on-site client onboarding for ITO services- hiring key personnel, conducting assessments, and deploying critical operational functions- reducing time-to-value by 30%.
- Drive contract renewals and account expansions, achieving consistent Year-over-Year (YOY) ARR growth through strategic account planning and value-based Executive Business Reviews (QBRs).
- Collaborate cross-functionally with Sales, Product, and Delivery teams to ensure seamless project execution and maintain a Net Promoter Score (NPS) above 75.
- Develop and execute strategic account plans using Customer Health Score dashboards to identify churn risks early and improve Customer Lifetime Value (CLTV) across the portfolio.

#### Manager, Customer Success | PodUp (AI-powered podcast SaaS platform)

Aug 2023 – Jul 2024

- Managed end-to-end onboarding, adoption, and retention for a SaaS platform, reducing onboarding time by 25% through streamlined documentation and process improvements.
- Led cross-functional initiatives aligning product development with customer feedback, resulting in 3 major feature launches that improved adoption rates by 35%.
- Analyzed customer health data to identify churn risks proactively, maintaining a 92% retention rate across the customer base.
- Built self-serve support resources and knowledge base, reducing inbound support tickets by 20% and improving overall Customer Satisfaction (CSAT).

## Assistant Vice President, Customer Success | QuickLaunch

Jan 2020 – Jul 2023

- Spearheaded value-based SaaS strategies delivering 18%+ YOY ARR growth and measurable NRR improvement across key accounts, sustained by end-to-end customer journey maps covering 200+ enterprise accounts.
- Led and mentored 15 CSMs, deploying Customer Health that anchored a 90% gross retention rate.
- Reduced churn by 20% through cross-functional alignment with Product, Engineering, and Sales to systematically resolve customer pain points.
- Generated \$2M+ in annual expansion ARR through targeted upsell and cross-sell motions tied to account health and usage signals.

## Senior Customer Success Manager | QuickLaunch

Jan 2018 – Jan 2020

- Managed and mentored a team of 4 CSMs, overseeing 150+ client accounts with a combined portfolio value of \$5M+ ARR.
- Built CIO/VP-level executive relationships and delivered strategic quarterly business reviews (QBRs) to demonstrate ROI and drive renewals.
- Exceeded upsell and cross-sell targets by 120%+ through proactive identification of expansion opportunities and consultative selling.
- Created strategic account plans with measurable KPIs, improving account health scores by 30%.

## Account Sales Consultant | QuickLaunch

Oct 2016 – Dec 2017

- Executed outbound growth strategies through 100+ daily prospecting calls, qualifying leads and converting pipeline to revenue.
- Closed SaaS sales contracts achieving 110% of quarterly sales quota while maintaining full compliance with company policies.

## EARLIER CAREER

---

### Training Specialist | Freelance | Dec 2015 – Oct 2016

*Delivered corporate training to MBA students and professionals on sales and customer service excellence; developed new hire onboarding programs, reducing ramp time by 20%.*

### Senior Team Leader – IT Helpdesk | 1ICT Pty Ltd | Jun 2014 – Nov 2015

*Led a 40-member IT helpdesk team for Domino's Australia & NZ; maintained 99% SLA compliance and managed knowledge base and training.*

### Team Leader, Customer Service | JiniOnline Technical Services | Nov 2012 – May 2014

*Directed a 15-member CS team; improved NPS by 15 points and produced executive performance reports driving data-based decisions.*

### Advanced Resolution Expert | DELL International Services | Dec 2008 – Oct 2012

*Handled escalated issues in high-volume sales environment; achieved top-quartile CSAT and mentored junior team members.*

### Customer Care Professional | American Express | Nov 2007 – Dec 2008

*Resolved complex billing and technical issues for small business and online customers; maintained high quality scores.*

## EDUCATION

---

### Master of Business Administration (MBA), Business Management

2014 – 2015

The ICFAI University, Tripura

### Bachelor of Commerce (B. Com)

2007 – 2010

University of Delhi

## CERTIFICATIONS

---

- ❖ Generative AI for Business Leaders (2024)
- ❖ Onboarding & Adoption Best Practices- CS (2022)
- ❖ Train the Trainer – Dale Carnegie (2016)
- ❖ Customer Experience (CX) Leadership (2021)
- ❖ Leading a Customer Service Team (2020)