

SMEET CHUDGAR

Customer Success Manager

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SUMMARY

Strategic Customer Success professional with 6+ years of experience driving enterprise account growth, customer retention, onboarding transformation, and expansion revenue across SaaS and technology organizations. Proven expertise managing \$20M+ portfolios, increasing ARR/NRR, leading executive stakeholder engagement, and scaling customer success operations globally.

Track record of improving retention, accelerating product adoption, reducing churn risk, and delivering measurable business outcomes through data-driven customer engagement strategies and cross-functional leadership.

EXPERIENCE

Customer Success Manager

Genista Bioscience

07/2025 Mumbai

- Lead enterprise customer success initiatives for a bioinformatics SaaS platform supporting life-science and research organizations.
- Drive customer onboarding, adoption strategy, and lifecycle management to improve retention and long-term account growth.
- Partner with CXOs and research leaders to define measurable success metrics and align platform capabilities with customer objectives.
- Develop scalable onboarding frameworks and automated enablement workflows that reduced time-to-value and increased adoption.
- Conduct strategic QBRs and roadmap discussions to strengthen stakeholder relationships and improve customer engagement.
- Collaborate with Product, Analytics, and Engineering teams to influence feature enhancements based on customer insights and usage patterns.
- Implement renewal forecasting and expansion strategies supporting customer retention and revenue growth.

Manager – Customer Success

GupShup

04/2024 - 05/2025 Mumbai

- Managed a \$7M+ enterprise account portfolio across fintech, e-commerce, and gaming sectors, driving retention, renewals, and expansion revenue.
- Achieved 50% YoY revenue growth through strategic account planning, customer engagement programs, and success enablement initiatives.
- Led and mentored a team of 5 Customer Success Managers, improving productivity, customer retention, and account performance.
- Built OKR frameworks, renewal forecasting models, and performance dashboards aligned with ARR and NRR goals.
- Increased product adoption by 10% QoQ through customer enablement sessions, onboarding improvements, and strategic playbooks.
- Designed a scalable Customer Health Scoring framework leveraging analytics, engagement metrics, and NPS insights to proactively reduce churn risk.
- Conducted executive business reviews with C-level stakeholders to strengthen long-term strategic partnerships.
- Delivered a high-impact upsell initiative featured in a Meta case study demonstrating conversational commerce ROI.

Product Success Manager

Sprinklr

06/2019 - 04/2023 Bangalore

- Managed a \$20M+ global enterprise customer portfolio with 95%+ retention and consistently high product adoption rates.
- Led 45+ enterprise feature launches and customer enablement initiatives across multiple global accounts.
- Partnered with Product, Engineering, and Support teams to improve customer outcomes and optimize delivery efficiency.
- Conducted executive QBRs and value realization reviews, contributing to expansion opportunities and strategic renewals.
- Implemented automation and AI-driven workflows that improved customer health visibility and proactive engagement.
- Reduced onboarding cycles by 15% through structured training initiatives and operational process improvements.
- Mentored Product Success Associates and supported onboarding, adoption strategy, and performance management initiatives.
- Introduced customer journey frameworks aligned with adoption milestones and long-term success metrics.

KEY ACHIEVEMENTS

Top Revenue Driver – GupShup

Drove 900% revenue growth for a key enterprise account within 2 months

Business Value Champion – Sprinklr

Delivered a \$1M+ upsell through consultative, metrics-driven success engagement

Best Product Success Manager – Sprinklr

Led initiatives that improved customer retention and adoption across regions

Fast-track Promotion – Sprinklr

Promoted within one year for automation impact and account growth leadership

SKILLS

Customer Success & Growth

Enterprise Account Management

Customer Retention & Expansion

Renewal & Churn Management

Customer Lifecycle Management

Product Adoption Strategy

Customer Health Scoring

Project & Program Management

Prompt Engineering

Leadership & Operations

Team Leadership & Mentoring

Cross-Functional Collaboration

Performance Dashboards

Customer Journey Mapping

Process Optimization

TOOLS & TECHNOLOGIES

Salesforce CRM HubSpot Gainsight

Zendesk Tableau Power BI Excel

AI Workflow Automation

EDUCATION

Strategic Management

Indian Institute of Management (IIM)

04/2021 - 06/2022

Bachelors of Commerce and Economics

Malini Kishor Sanghvi College

06/2015 - 04/2018