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PROFILE SUMMARY

Enterprise Customer Success Manager with 8+ years in SaaS, combining measurable commercial outcomes with software delivery fluency across SDLC, test automation, QA workflows, and CI/CD concepts. Proven record of driving 125% NRR, 98.5% GRR, and \$1M+ ARR growth by advising QA and Engineering stakeholders, designing adoption playbooks, and repositioning products as strategic quality engineering platforms — across Healthcare, BFSI, Manufacturing, Construction, and Oil & Gas verticals.

CAREER HIGHLIGHTS

- Scaled portfolio from \$750K → \$1.02M ARR (~36% growth) through strategic expansion; delivered 125% NRR and 98.5% GRR across 35 accounts.
- Achieved 300% of upsell target in a single quarter; sustained 120% upsell rate within the first 6 months as CSM.
- Rescued \$60K+ in at-risk ARR through proactive churn intervention; maintained 4.6 CSAT with 85% of tickets resolved within 60% of target SLA.
- Mentored 3 Associate CSMs, cutting average onboarding ramp by 50% (2 months → 1 month) and improving team performance on churn and targets.

WORK EXPERIENCE

Customer Success Manager | *Testsigma Software Technologies* Nov 2024 – Present

- Orchestrated \$1.02M ARR across 35 accounts (20 Enterprise, 10 Mid-Market, 5 SMB) in non-IT verticals; drove AI/SaaS adoption in low-tech-maturity environments including Healthcare, BFSI, Manufacturing, and Oil & Gas.
- Repositioned Testsigma from a point testing tool to a strategic quality engineering platform, increasing executive sponsorship and long-term contract value across key Enterprise accounts.
- Advised QA and Engineering teams on integrating test automation into release workflows and CI/CD-adjacent processes, reducing manual testing dependency and improving release readiness.
- Partnered with QA, Engineering, and business stakeholders to build adoption playbooks; leveraged product usage analytics, support trends, and renewal risk signals to design account-level expansion motions and EBRs aligned to SDLC goals.
- Drove NRR to 125% and GRR to 98.5% through lifecycle management, strategic renewals, and C-level connects; led quarterly QBRs for all 20 Enterprise accounts and EBRs for all 35 accounts 120 days pre-renewal.
- Delivered 300% of upsell target in a single quarter; achieved 120% upsell rate across ~50% of the client portfolio in the first 6 months — significantly expanding ARR.
- Rescued \$60K+ in at-risk ARR via targeted retention plays; achieved 4.6 CSAT (85% tickets resolved within 60% of SLA) and maintained 4.2+ ratings on G2 and GPI.

Product Consultant | *Spartree Technologies (for Whatfix)* Apr 2023 – Oct 2024

- Accelerated user engagement by 42% through targeted digital adoption content and training programs; reduced time-to-value by 33% via cross-functional onboarding initiatives.
- Delivered 18+ use cases on time and within budget, consistently exceeding enterprise client expectations and demonstrating end-to-end project ownership.
- Built and mentored a high-performing team, fostering continuous innovation and structured professional development.

OPD Operations & Customer Support Manager | *Visit Health Pvt. Ltd* Feb 2022 – Jun 2022

- Elevated CSAT from 3.6 to 4.2 by implementing quality checkpoints and grievance resolution frameworks; reduced internal turnaround time by 15% through workflow redesign.
- Streamlined insurance claims processing through insurer collaboration, improving claim accuracy and customer resolution speed.

Operations & Customer Success Manager | *Edmingle* Jan 2020 – Jan 2022

- Elevated Enterprise NPS to 65 through strategic account management, executive engagement, and customer advocacy programs.
- Drove revenue expansion through systematic upselling and key account penetration; built SOPs and escalation frameworks improving support consistency.

T2 Support Engineer | Retail Generalist | *Concentrix (Microsoft) / Amazon*Oct 2017 – Oct 2019

- Ranked #1 team at Concentrix managing a 5-member support team; exceeded customer satisfaction benchmarks at Amazon through efficient issue resolution in high-velocity environments.

TOOLS & TECHNICAL DOMAIN

Domain: SDLC, Test Automation, QA Workflows, CI/CD Concepts, DevOps Workflows, Product Usage Analytics, Adoption Playbooks

CS & CRM: Salesforce, Custify

Analytics: Grafana, Snowflake

Productivity: Gong, Salesforce, Excel, PowerPoint, Google Workspace

Dev Tools: GitHub, Netlify, CI/CD Pipelines (conceptual)

AI: Claude (Anthropic)

EDUCATION & CERTIFICATIONS

B.E. Engineering | *SNS College of Engineering, Anna University*2017 • 6.5/10

Certifications: Operations Management • Project Management • Customer Success & Engagement • Agile Scrum • Digital Marketing (Google)

LANGUAGES

English • Hindi • Tamil • Kannada • Tulu (dialect)