

Results-driven presales and account management professional with 10+ years of experience, seeking an Presales /Account Manager role /Customer success management within the IT industry, leveraging expertise in client communication, strategic account management, and contract negotiation to drive revenue growth and foster long-term partnerships.

Professional Summary

- Accomplished Presales & Account Management professional with 10+ years driving revenue growth and enhancing customer satisfaction within the IT sector.
- Expertise in RFP automation, custom demo creation, and strategic client communication, consistently exceeding sales targets.
- Proven ability to build and maintain strong client relationships, resulting in increased repeat business and customer referrals.
- Successfully collaborated with cross-functional teams to streamline sales processes and influence product development based on client feedback.
- Managed key accounts, provided personalized support, and increased upsell opportunities, driving customer retention.
- Developed and implemented successful account management strategies, leading to increased client retention and long-term partnerships.
- Proficient in conducting needs assessments, tailoring solutions, and delivering impactful technical presentations that resonate.
- Experience with managing end-to-end bid/proposal (RFIs/RFPs) processes and developing effective selling strategies in target accounts.
- Led customer onboarding initiatives to enhance product adoption and improve overall user engagement and satisfaction.
- Awarded for outstanding performance in presales and solution consulting roles within the IT industry.

Career Timeline

Apr 2022 - Present	Senior Sales Engineer & Customer Relationship Responsive
Jan 2017 - Apr 2022	Customer Success and Sales UK (Assistant Manager) Mobius 365
Jan 2013 - Dec 2016	Senior Engineer(Presales and Account Management) Infosys BPM
Mar 2010 - Dec 2016	Senior System Engineer Infosys BPO Ltd
Feb 2008 - Mar 2010	Application/ DB support Senior Engineer Infosys BPO Ltd

Work Experience

Apr 2022 - Present	Senior Sales Engineer & Customer Relationship Responsive (Coimbatore (Remote)) Served as Senior Solutions Consultant, specializing in SaaS solutions for automating RFP response processes. Responsibilities included crafting
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Soft Skills

- Communication Skills
- Relationship Building
- Problem Solving
- Team Leadership
- Negotiation Skills

Technical Skills

RFP Automation	■ ■ ■ ■ ■
SaaS Solutions	■ ■ ■ ■ ■
CRM Platforms	■ ■ ■ ■ ■
Sales Enablement	■ ■ ■ ■ ■
Solution Design	■ ■ ■ ■ ■
Account Management	■ ■ ■ ■ ■
Technical Presentations	■ ■ ■ ■ ■
Pre-sales	■ ■ ■ ■ ■
Contract Negotiation	■ ■ ■ ■ ■
Customer Success	■ ■ ■ ■ ■

Core Competencies

- Client Relationship Management
- Business Development
- Sales Cycle Management
- Strategic Account Planning
- Solutions Consulting

Certifications

- Certified Microsoft Professional in Administrating SQL Server 2012 Databases and SQL server 2008 Implementation & maintenance.**

Education

- Master of Science: Computer Science**
Adhiyamaan College of Engineering, Hosur, TN
2007
- Bachelor of Science: Computer Science**
MGR Art And Science College, Hosur
2004

Languages

compelling demonstrations, needs assessment, internal collaboration, and relationship management.

- Spearheaded strategic sales initiatives, consistently exceeding sales targets by demonstrating the value of Responsive's RFP automation SaaS solution to Enterprise and MM (Mid-Market) prospects.
- Designed and delivered custom product demonstration presentations tailored to specific prospect needs, effectively showcasing unique capabilities of the RFP automation product and securing client buy-in.
- Conducted in-depth needs assessments to understand prospect pain points related to RFP response processes, translating complex requirements into tailored solutions.
- Facilitated collaboration between cross-functional teams (Sales, Product, Engineering), providing critical feedback to influence product development and align offerings with evolving market demands.
- Managed the technical sales cycle, including RFP responses, product demonstrations, and technical support, ensuring seamless prospect engagement.
- Cultivated strong relationships with key decision-makers at prospective client organizations, building trust and fostering long-term loyalty.

Achievements:

- Increased client retention through tailored solutions reducing churn by 15% in the second quarter.
- Secured notable clients, driving a 20% increase in revenue contributions through the company's RFP automation product.
- Trained junior sales team members on comprehensive product knowledge and demonstration best practices, accelerating their sales proficiency and contribution margins.
- Instrumental in product feedback, leading to a 98% satisfaction rate.

Jan 2017 - Apr 2022

Customer Success and Sales UK (Assistant Manager)
Mobius 365 (Coimbatore)

Managed Customer Success and Sales initiatives, spearheading client relations, sales strategy, team mentoring, and client-centric solutions development.

- Cultivated and maintained strong client relations, partnering with internal teams to enhance audience and client engagement.
- Consistently exceeded KPIs and sales targets, fostering business growth.
- Leveraged deep knowledge of product offerings and value propositions to proactively pursue new business opportunities.
- Developed innovative and tailored sales solutions, directly addressing client challenges and fostering long-lasting satisfaction.
- Designed and implemented strategic sales plans to expand customer base, strengthen company presence in the UK market.

Achievements:

- Enhanced client retention and satisfaction through comprehensive customer success strategies and individualized support.
- Streamlined process improvements in the company leading to 25% increase in operational efficiency and revenue growth through team involvement and internal audits.
- Improved efficiency for mentoring and team training on customer retention strategies by 15%.
- Aligned new feature integration to satisfy customer needs.

Jan 2013 - Dec 2016

Senior Engineer(Presales and Account Management)
Infosys BPM (Bengaluru, India (Remote))

Responsibilities included presales activities, proposal management, sales support, client engagement, and team leadership within the presales and account management functions.

- Collaborated closely with sales teams to develop and execute winning strategies for targeted accounts, leading to increased market penetration.
- Managed end-to-end bid and proposal processes (RFIs/RFPs), ensuring timely and effective responses to customer inquiries.

English

Kannada

Tamil

Malayalam

Hobbies

Painting

Sports

Technology

Learning

Innovation

Achievements

- Awarded Infosys STAR Award (2010-2011) for exceptional performance and contributions to the organization.
- Recognized with the Extra Miler Award (2016) as Presales Solution Consultant at Infosys for going above and beyond in client engagements.
- Earned Best Performer and Champion Awards (2014, 2015, 2016) as Presales Consultant at Infosys for consistent excellence and exceeding targets.
- Received Best Performer Award (2024) at Responsive, acknowledging significant contributions and achievements in the role.

- Created and delivered high-impact presentations and sales tools tailored to specific client needs and contributing to increased win rates.
- Initiated pre-sales activities and consulting services, developing detailed project scopes (SOWs) and crafting compelling proposals.
- Coordinated with solution owners to assess the feasibility of customer requirements, ensuring alignment with available resources and capabilities.
- Orchestrated communications with potential customers, presenting service demos to showcase value propositions.

Achievements:

- Drove positive performance in team and cross-functional projects benefiting customers. As a team-leader, helped team members meet deadlines.
- Drove accuracy of proposals and market awareness, tailoring presales presentation and ensuring market trends and client feedback were taken into consideration during product and service deliveries.
- Mentored junior employees during the work process, improving their project and team performance by at least 10%
- Improved client loyalty and satisfaction while delivering account management strategies.

Mar 2010 - Dec 2016

Senior System Engineer **Infosys BPO Ltd (Bangalore)**

Responsibilities included requirement gathering, solution architecture, document preparation, delivery model design, and bid management within the IT infrastructure management domain.

- Conducted comprehensive requirement workshops, capturing and analyzing client data to inform solution design.
- Leveraged domain expertise and innovative ideas to architect and design effective solutions meeting unique business requirements.
- Reviewed team members' RFI/RFP responses, developing robust solution documentation and persuasive client presentations.
- Designed detailed delivery models for run services, optimizing operational efficiency and service quality.
- Built and proposed Infrastructure Transformation Plans, reviewing deliverables to ensure alignment with client objectives.
- Prepared cost details for bid management, ensuring accurate pricing and project profitability.

Achievements:

- Improved cost effectiveness by at least 10% through efficient delivery.
- Streamlined integration of client deliverables and operational efficiency by increasing collaboration among team members.
- Improved deliverables regarding scope and expectations through effective communication.

Feb 2008 - Mar 2010

Application/ DB support Senior Engineer **Infosys BPO Ltd (Bangalore)**

Responsibilities included database management, security monitoring, installation/configuration, team facilitation, data backup/restoration, database troubleshooting and performance monitoring.

- Managed database space and monitored data/transaction log file growth to maintain optimal system performance.
- Monitored log files for security and troubleshooting purposes, ensuring system integrity and data protection.
- Installed and configured MS SQL Server 2005, 2008, and 2012, enhancing database infrastructure.
- Facilitated team meetings, coordinating with project team members to ensure objectives met on time.
- Scheduled backups and restored databases, securing valuable data.
- Troubleshooted and resolved database issues, minimizing downtime and maintaining system availability.
- Monitored SQL server performance using profiler to identify performance inefficiencies and deadlocks, implementing tuning strategies.

Achievements:

- Implemented robust monitoring procedures leading to resolution of potential security issues and/or data breaches.
- Reduced troubleshooting time by 10% through optimization automation and proactive monitoring.
- Successfully lead system design through cross-team collaboration and innovative deployment strategies.