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Summary

Customer-success architect turned AI-focused product manager with eight years hardening zero-trust platforms. Led usage analytics, security policies enforcement and enablement programs that lifted product adoption across 190 regulated enterprises globally and shielded 95 % at-risk ARR. Built RAG prototypes and churn-prediction models, positioning to deliver secure, engagement-centric AI products at scale.

Professional Experience

Senior Customer Success Manager | Cohesity | Bengaluru/Remote

- **Primary** Customer-Success owner for India, ANZ, ASEAN & Japan—stood up the region's first CS program end-to-end by wiring Gainsight PX, ServiceNow and Jira into Salesforce dashboards, giving leadership its first real-time tenant-health view.
- Stewarded a US \$27 M ARR portfolio (~190 banking & healthcare logos), sustaining APJ-top-quartile retention while lifting Helios, Data Protect and FortKnox adoption to ~75 % of the installed base.
- Built zero-trust ransomware playbooks—Helios Threat-Defense ML rules, snap-locked WORM volumes and FortKnox air-gapping—which cut RTO/RPO roughly in half across *three dozen* customer recovery events.
- Served as executive-escalation captain: Prometheus alerts and Grafana war-rooms guided 17 Sev-1 incident resolutions for EHR and real-time-payments clusters with no revenue concessions.
- Ran quarterly Voice-of-Customer councils that converted field pain-points into 12 roadmap epics—including Azure GovCloud connectors and fine-grained RBAC—directly requested by BFSI CISOs.
- Co-built a predictive health-score engine (Helios REST APIs → Snowflake → Python XGBoost) that surfaced churn-risk a quarter earlier, triggering proactive save motions and expansion plays.
- Orchestrated *multi-petabyte* hybrid-cloud migrations (20 + clusters) via Kubernetes CSI and CloudFormation; every cut-over closed without business-disruption escalations.
- Drove Smart Files and FortKnox expansion through ROI workshops with Ingram Micro and TD SYNnex, unlocking ~US \$4 M new ARR from ASEAN neo-banks and tier-one Japanese pharma firms.
- Aligned ISO 27001, HIPAA, RBI-DS, APRA CPS 234 and MAS-TRM mandates to Cohesity controls (MFA, TLS 1.3, role-scoped keys); every regulated audit closed penalty-free.
- Led the APJ work-stream for a renewal-forecasting engine, fusing Gainsight timers and Snowflake usage metrics into a Tableau early-warning board that sharpened Sales' pipeline prioritisation.
- Authored the global retention playbook—API risk scoring, Ansible remediation scripts, rescue cadences—now shielding >95 % of “at-risk” revenue across all theatres.
- Hosted monthly deep-dive clinics for ~40 SecOps and DBA attendees on API automation and vault hardening; telemetry confirmed a sustained 90-day rise in advanced-feature adoption.
- Co-presented immutable-snapshot architectures at AWS re:Inforce and Gartner Security Summit, helping open a mid-seven-figure pipeline and feeding insights back into quarterly GTM strategy.
- Maintained ongoing liaison with VP-level stakeholders so CS telemetry and threat trends fed directly into product-roadmap and regional GTM decisions throughout the APJ theatre.

Customer Success Manager | Zscaler | Bengaluru/Remote

- Orchestrated post-sales success for ~15 US enterprise and commercial accounts (each > US \$2 M ARR), drafting zero-trust success plans hand-in-hand with CISOs and network leads.
- Onboarded tens of thousands of users onto ZIA and ZPA, mapping policies and migrating firewall/VPN rules to retire legacy concentrators without business disruption.
- Drove 90-day adoption of SSL inspection and ZDX performance monitoring via Academy courses, policy workshops and hands-on enablement labs, sharply lifting advanced-feature utilisation.
- Ran QBR/MBR cycles that paired threat-intel briefs with ZDX dashboards, prioritising optimisation backlogs and surfacing expansion plays for CASB and Browser-Isolation modules.
- Acted as escalation lead with TAC and Engineering, maintaining CSAT above 90 % and resolving tickets within SLA for every account.
- Leveraged health scores and usage analytics to shape renewal proposals and private-access licence upsells, safeguarding core revenue while co-authoring SOC 2-aligned remediation playbooks.

Sales Engineer Analyst | Dell Technologies | Location

- Partnered with principal architects on zero-trust proposals for APJ banks and telcos, pairing PowerProtect immutable snapshots with VMware NSX micro-segmentation; follow-up penetration tests showed roughly **30 %** fewer critical exposure points, satisfying security-board thresholds.
- Captured detailed I/O baselines and used Dell Enterprise Sizer to design a **US \$750 k** PowerScale + Cyber Recovery Vault upgrade for a tier-1 telecom, which later reported ~**40 % faster** mean incident-response times.
- Built complete PCI-DSS, RBI-DS, and ISO 27001 control matrices, TCO models, and topology diagrams that let two enterprise banks clear security due-diligence on first submission and secure board approval.

- Ran sandbox ransomware and insider-threat simulations for hybrid-cloud healthcare pilots, validating Data Protection Suite with TLS 1.3 encryption; detection-to-containment intervals fell by double-digit percentages while meeting HIPAA benchmarks.
- Managed the regional demo lab (PowerProtect, NSX, Cyber Recovery Vault) and delivered quarterly whiteboard plus hands-on sessions to ~40 architects and CISOs, cutting regulated-industry deal cycles by about two weeks and funnelling feedback into product teams.
- Helped onboard 29 large-enterprise customers (≈ US \$12 M TCV), maintained adoption dashboards and quarterly security health reviews that kept CSAT above 95 %, and channelled Voice-of-Customer insights—snapshot hardening, NVMe ingest, RBAC depth—into three GA feature releases.

Education

Bachelor of Technology(Applied Electronics and Instrumentation– *Gandhi Institute of Engineering and Technology* | Odisha

Accomplishments

- Dell Technologies - 5 Bravo Awards | 2 Customer Delight Awards. Highest rating across all performance reviews in Dell Technologies.
- Zscaler - Hero of the Quarter award
- Cohesity - Kick-started from scratch the Customer Success Program at Cohesity for the APJ region.

Certifications

Cert Prep: ISC2 Certified in Cybersecurity (CC) Issuing Authority: LinkedIn Learning / ISC2

Finance & Strategy

Cert Prep: ISC2 Certified Cloud Security Professional (CCSP) Issuing Authority: LinkedIn Learning / ISC2

Finance & Strategy

Corporate Finance Foundations - Issuing Authority: LinkedIn Learning / NASBA (CPE-Accredited)

Global Business Strategy (BUMM614) Issuing Authority: USMx / University of Maryland (edX)

Digital Transformation in Business (BUMM621) Issuing Authority: USMx / University of Maryland (edX)

Associate – Information Storage & Management v3.0 - Issued by: Dell EMC Proven Professional Program

Certified Specialist – Technology Architect, Midrange Storage Solutions v1.0 - Issued by: Dell Technologies Proven Professional

Certified Associate – Converged Systems and Hybrid Cloud v2.0 - Issued by: Dell Technologies Proven Professional

Extra-Curriculars

- Co-Founder – JSSC Education, Jharkhand - Conceptualised and launched JSSC Education, transforming a vision of free, accessible education into a digital platform serving 79,000+ students across underserved communities.
- Staff Volunteer for the United Nations - Digital Learning Architect, The Rumie Initiative (UNV) – Curated micro-learning modules to expand global access to free, high-impact education in underserved communities.
- Strategic Donor Analyst, Youth Press (UNV) – Conducted targeted donor ecosystem mapping to advance football equity programs for vulnerable youth.
- Remote GIS Specialist, Tanzania Development Trust (UNV) – Identified and geo-tagged gender-based violence zones to support intervention logistics in rural Tanzania.
- Public Health Program Associate, Uganda Village Project (UNV) – Enabled grassroots WASH (Water, Sanitation & Hygiene) initiatives and streamlined rural volunteer operations.
- AgriTech Content Fellow, Africa Online Volunteering (UNV) – Developed digital skill-building modules for youth-focused agri-entrepreneurship capacity programs.
- Academic Volunteer and Transition-Readiness Fellow at Make a Difference (Bengaluru), where I delivered structured mentorship and scaled the chapter-wide TR programme, boosting under-resourced students' learning outcomes and career readiness