



Sharath S Mandyam

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Summary

Customer Experience professional with 7.5 years of experience across technology businesses, specializing in customer lifecycle management, enterprise account management, and revenue ownership. Experienced in understanding customer requirements, driving product adoption, strengthening client relationships, and growing strategic accounts. Skilled in consultative selling, executive stakeholder management, cross-functional collaboration, and delivering measurable business outcomes.

Professional Experience

Account Manager | Signzy Technologies Private Limited | Bangalore

- Led a four-member team responsible for a \$4M ARR portfolio across approximately 200 customer accounts. Owned the customer lifecycle for a \$3M ARR portfolio and increased product adoption, generating 16% additional revenue while improving retention revenue by 6%.
- Strengthened executive relationships through Quarterly Business Reviews and strategic CXO connects
- Generated a pipeline of \$250K for incremental ARR by identifying and validating revenue expansion opportunities
- Protected over \$100K in ARR from churn by leading cross-functional war rooms and remediation efforts to resolve customer issues and reduce churn risk.
- Collaborated with product and engineering teams to conceptualize and deliver a transaction monitoring platform that generated over \$300K in ARR.
- Helped customers redesign and simplify workflows to get higher funnel conversion for user onboardings
- Improved financial discipline by reducing days outstanding for invoices from over 200 days 100+ days
- Built systems for account allocation, revenue tracking, and usage reporting which enabled transparent performance measurement and streamlined incentive payouts for team members.

Client Success Manager | Awaaz.De Infosystems Private Limited | Bangalore

- Managed enterprise customer success for leading microfinance institutions by conducting CXO business reviews, strengthening client relationships, and driving product adoption and collections improvements.

Customer Success Manager | Zwayam Digital Private Limited | Bangalore

- Led onboarding and adoption initiatives across 30+ customer accounts and improved platform adoption metrics by 20%.
- Conveyed customer feedback internally and collaborated with stakeholders to prioritize feature enhancements and workflow changes that improved customer experience.

Customer Success Lead | eLitmus Evaluation Private Limited | Bangalore

- Managed over 80 client accounts across Fortune 500 companies, mid-segment firms and startups
- Improved hiring outcomes by conducting market research and designing recruitment roadmaps for clients.
- Achieved 1.2X growth in customer base through referrals. This was driven through improved hiring outcomes and reduced manual screening effort by use of domain based assessments
- Delivered customized solutions by understanding business requirements. Provided comprehensive solutions by coordinating with technology, operations and marketing teams.

Education

Bachelor of Engineering (Industrial Engineering), BMS College of Engineering | Bangalore

Co/Extra-curricular

- AIESEC Bangalore – Member (Operations & Talent Management): Managed Social Sector operations and international internship programs, coordinating with global stakeholders while mentoring Associate Members through Talent Management initiatives