



Sharath S Mandyam

E-Mail: x26sharaths@iima.ac.in Mobile: +91-9480988386 LinkedIn: <https://www.linkedin.com/in/sharathmandyam/>

Summary

Customer Experience leader with 7.5 years of experience across technology businesses, combining customer, commercial, and execution ownership to deliver measurable outcomes. Experienced in revenue growth, strategic account management, process transformation, and technology-enabled solutions. Skilled in structured problem-solving, executive stakeholder management, data-driven decision-making, and leading cross-functional initiatives across business, product, technology, and operations.

Professional Experience

Account Manager | Signzy Technologies Private Limited | Bangalore

- Managed a ~\$3M recurring-revenue portfolio across ~200 customer accounts and ~400 APIs, owning account strategy across the customer lifecycle, adoption, retention and revenue growth.
- Protected over ₹1 crore in revenue from explicit churn risks by identifying at-risk accounts and leading cross-functional remediation of product, service and SLA-related issues.
- Drove 16% incremental ARR from existing customers by identifying whitespace across accounts and expanding product adoption, production volumes and use cases to increase wallet share.
- Led a team of 6 Account Managers and 2 Operations members, hiring and developing talent while the team delivered the highest retention across regions with zero attrition.
- Improved a key customer's onboarding conversion from ~47% to ~60% by identifying workflow friction and coordinating product and process changes across customer and internal teams.
- Led the turnaround of a transaction-monitoring platform, coordinating product, engineering and customer stakeholders through rebuild and migration; with the rebuilt platform generating >\$300K ARR.
- Established weekly operating governance accounts and APIs, using usage and revenue signals to identify exceptions, diagnose volume declines and drive corrective actions with Account Managers and cross-functional teams.
- Reduced portfolio DSO from 200+ days to slightly above 100 days while increasing collections by ~25% YoY, establishing structured revenue tracking, account-level reviews and follow-up mechanisms.

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

- Managed customer success for 6 MFIs, orchestrating borrower communications across ~1 crore customers, 9 languages and 14 states, with CXO engagement on adoption and performance.
- Designed and executed 3 enterprise pilots with 10,000+ borrowers each; 27% of previously non-paying borrowers made repayments, supporting conversion to commercial deployments.
- Shifted customer communications from manual batch processing to real-time APIs, eliminating data-sharing misses and enabling communications as customer data became available.

Customer Success Manager | Zwayam Digital Private Limited | Bangalore

- Led onboarding and product adoption across 30+ enterprise accounts, improving adoption metrics by 20% through customer engagement and implementation support.
- Redesigned the customer-support workflow through structured ticket classification and technology-team coordination, reducing average resolution time by ~2hours.

Customer Success Lead | eLitmus Evaluation Private Limited | Bangalore

- Led a six-member team managing 80+ client accounts and ₹12+ crore in annual revenue across assessments, hiring services, and internship-to-hire, with accountability for revenue, collections and receivables, and client retention.
- Co-designed a centralized hiring-risk dashboard for daily monitoring across geographies, roles and programs, enabling early identification and resolution of delivery risks.

Education

Bachelor of 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