



Saran Renganath

Manager, Customer Success

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ABOUT

Results-driven Senior Customer Success Manager with 8+ years of experience driving customer retention, expansion, and long-term value for B2B SaaS companies. Proven track record of reducing churn and increasing revenue from existing customer base through strategic account management, proactive engagement, and cross-functional collaboration.

Expert in building scalable onboarding processes, conducting quarterly business reviews, and translating customer feedback into product improvements. Seeking remote Senior Manager Customer Success role to leverage deep expertise in mid-market and enterprise account management to drive sustainable business growth.

WORK EXPERIENCE

Manager, Customer Success

2024 - 2025

[Glowing.io, Remote](#)

Glowing.io is an AI-powered, multi-channel guest messaging platform that enables global hospitality brands to engage with travelers in real-time across their preferred apps (like WhatsApp, WeChat, and SMS) with seamless bi-directional translation.

- Managed an enterprise client portfolio valued at \$1.2M, working directly with C-level executives at luxury brands to drive business outcomes.
- Developed and implemented standardized customer onboarding processes that enhanced user engagement and accelerated product adoption.
- Identified and secured upsell opportunities totaling \$175,000 within one year through consultative selling and needs assessment.
- Reduced Time-to-Value (TTV) to four weeks, accelerating product adoption, and driving measurable improvements in customer satisfaction (CSAT) scores.

Associate Manager, Customer Success

2023 - 2024

[Meritto, Chennai, India](#)

Meritto is a comprehensive Enrollment Management System (EMS) designed for educational institutions to streamline and automate their entire student recruitment and admission lifecycle.

- Managed a high-value client portfolio worth \$275,000 in domestic markets, ensuring consistent account growth and client satisfaction.
- Increased product adoption by 20% through proactive customer engagement, targeted outreach campaigns, and end-user collaboration.
- Consistently achieved 90% of quarterly and annual upsell and cross-sell targets, demonstrating strong sales performance, and revenue generation capabilities.

Customer Success Specialist

2021 - 2023

[Monk Tech Labs, Remote](#)

Monk Tech Labs is a specialized real estate technology company that provides end-to-end digital solutions, including lead management and marketing automation, to help property developers and brokers streamline their sales operations.

- Streamlined customer onboarding process, reducing the timeline by 50% from 4 weeks to 2 weeks, accelerating time-to-value, and improving customer experience.
- Collaborated with the product development team on feature enhancements, contributing to product roadmap decisions that directly increased Net Revenue Retention (NRR).
- Delivered 10+ Quarterly Business Reviews (QBRs) each quarter to key stakeholders, maintaining consistent executive engagement, and driving strategic account planning.
- Improved Net Promoter Score (NPS) from 37 to 52 within two quarters, representing a 56% increase through enhanced customer engagement and service optimization strategies.

Accomplishments



Onboarded a client with ARR of USD 20,000 and made an upsell of USD 360,000 within a span of 6 months with an average upsell value of USD 42,000.

SKILLS

- Customer Success Strategy and Leadership
- Account Management (Mid-Market & Enterprise)
- Customer Retention & Churn Reduction
- Revenue Expansion & Growth
- Customer Onboarding & Implementation
- Quarterly Business Reviews
- Customer Advocacy & Voice of Customer
- Remote Team Leadership

CSTECH STACK

- **Customer Health Tracking:**
ChurnZero, Gainsight, Vellum
- **Ticketing:**
Zendesk, Freshdesk, Jira
- **Project Management:**
Asana, Jira, Linear
- **NPS:**
Survey Sparrow
- **Automation:**
Make.com