

MIHIR NADKARNI

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Summary

Dynamic, AI-ready Customer Success leader with 12+ years' experience in B2B SaaS across India, APAC, and EMEA. Managed a \$14M portfolio, driving retention, growth, and onboarding through innovative success plans, cross-functional programs, and customer advocacy. Secured high revenue retention and delivered strong upsell performance across key enterprise clients inclusive of Banking, Fintech, Gaming, E-commerce, Edtech, Travel-tech, IT, and Consulting sectors

Skills

- Customer Success Leadership
- Enterprise Account Management
- Retention SaaS
- Customer Engagement
- Project Management
- Key Account Management
- Replit, Lovable and Cursor (Leveraging AI agents with measurable business outcomes)
- Microsoft Suite

Experience

Adobe | Mumbai, India

Solution Account Manager

01/2026 - Current

As the Solution Account Manager— India BFSI Key & Enterprise accounts, I manage a book of \$4.2M portfolio across 15 enterprise accounts and am accountable for usage adoption, retention and renewal as well as farming upsell opportunities in post-onboarding phase

- **Commercial Negotiation** – Drove 100% + Net dollar retention as well as expansion in two quarters by renewing book of 1 million USD with Incremental ACV of 840K USD comprising of 440K USD (volume and license upgrade) and 400K USD (New Product stream)
- **Process Automation** – Built an automated, scalable QBR framework for 15+ enterprise customers, combining competitive benchmarking, peer use-cases, and a data-driven 3–6 month value realization roadmap tailored to current product usage. Leveraged internal Adobe AI agents, Copilot, and Claude Co-Work to reduce manual effort and improve consistency across CXO reviews
- **Partner management**- Leveraged Adobe partner ecosystem by managing and driving partners like DWAO, Customer Centria, DEPT (Tekno Point) and Idealake to deliver 12 Enterprise CXO-level Strategic reviews

CleverTap | Mumbai, India

Associate Director-Customer Success

01/2024 – 01/2026

As the Head – India West Key & Enterprise accounts, I led a team of 11 CSMs managing a \$14M portfolio across 85 enterprise accounts, contributing 22% of CleverTap's revenue. Accountable for upsell, cross-sell and retention of book as well as hiring, onboarding, mentoring and retention of CSMs reporting to me

- **Revenue & Retention** – Built and deployed a churn forecasting model, which enabled my team to execute 300 customized business reviews & 275 success plans (2024–25), achieving \$300K average quarterly upsells, 93% ARR retention, 30% PAS growth, and 27% NPS growth
- **Advocacy & Engagement** – Drove customer advocacy, securing 30+ G2 reviews and 15 case studies (Jan 2024–present)
- **Onboarding Excellence** – Designed and launched a structured onboarding and training program for new joiners, supported by a 5-member core team, also involving coordination with four cross-functional teams including Sales, HR, Product and Engineering
- **Process Automation** – Created a CSV synthesizer agent for campaign performance tracking, cutting business review preparation time by 5 days (83% higher efficiency)

CleverTap|Mumbai,India
Senior CSM/CSM
01/2019-01/2023

- Managed 20 enterprise accounts with an average tenure of 2 years, delivering 75 business reviews and 60 success plans
- **Portfolio Growth & Retention** – Expanded portfolio from \$2.5M to \$4M, protecting \$300K in at-risk revenue
 - **Customer Impact** – Boosted NPS by 40% and PAS by 20% through targeted success planning and engagement initiatives
 - **Key Logos** – Handled strategic accounts including Dream11, Rapido, Kotak Bank, MPL, Ajo, UpGrad, Axis Bank, Zepto, Khatabook, and SonyLIV
 - **Knowledge Leadership** – Built a cross-industry repository of use cases in fintech, e-commerce, gaming, and OTT

Bitgenie Research | Mumbai, IN
Cofounder
05/2018 - 01/2019

- Led customer acquisition, growth hacking, and onboarding, securing two key clients worth ₹50L; served as key account manager for prospect conversion and ongoing support

Novartis | Hyderabad, IN
Multi-channel Project Manager
10/2014 - 05/2018

- Worked in a global, multicultural team managing digital marketing and channel-based projects across 15 countries (APAC & Europe), driving business development, digital consulting, and vendor management in order to generate an average of \$50K per quarter (2014–2018)

Boehringer Ingelheim | Mumbai, India
Assistant Product Manager-Marketing
05/2013 - 10/2014

- Managed social media initiatives and ATL/BTL promotions for key products with a ₹15L marketing budget, overseeing digital media strategy & execution, vendor management, and digital analytics

Infosys | Mumbai, India
Systems Engineer, Finacle ERP
08/2009 - 06/2011

- Executed customization of 50+ post-production support critical line items for 'Finacle Universal Banking Solutions' and front-end web application projects

Education and Training

Narsee Monjee Institute of Management Studies | Mumbai
MBA in Marketing
03/2013

- Awarded the Gold Medal and Certificate of Honor for exceptional all-round performance in March 2013 along with 7th position in Dean's List for scoring 3.65 CGPA
- Published and presented a research paper titled 'Innovative Curriculum: Enhancing Effectiveness of Aspiring Consultants' at the International Conference on Business Management, Singapore
- Co-authored a National Level Background paper on 'Ecosystem of Consulting in India' and presented it at the National Convention for Management Consulting held by 'Institute of Management Consultants of India'

Father Conceicao Rodrigues College of Engineering | Mumbai
Bachelor of Engineering in Computer Science
03/2009

- Graduated with First-class (68.1%)

Accomplishments

- **CleverTap -MVP Award (Q2 2023) & Star Award (Q1 2021)** – Drove \$200K average quarterly upsell per client; program-managed five advocacy case studies and testimonials from Dream11, MPL, RBL Bank, PharmEasy, and ICICI Bank
- **Novartis - Silver Star(June 2015,Dec 2017)** – Earned consistently positive reviews from global and Europe-region initiatives, driving 50% revenue growth and a +0.4 increase in Customer Satisfaction

Certifications

- Great Manager Institute(iLead certification)-2025
- Certified in Be10x- Generative AI applications in Microsoft Office
- CleverTap University (Certified)-2021
- Digital Vidya(Certified Digital Marketing Master Course) by VSkills(Government of India certification)

Websites, Portfolios, Profiles

- Customer Success in the age of AI(Webinar)-[Youtube webinar](#)

References

References available upon request.