

# Ashish Suchak

## Customer Success Manager

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Ashish Suchak is a dynamic Customer Success Manager with over 8.5+ years of experience in the AI & SaaS industry, admired for transforming customer experiences and driving business growth. Avid proactive strategist and a visionary in the evolving AI-driven tech landscape. Ashish excels at turning customer investments into measurable success stories. With a keen eye for identifying opportunities and a relentless drive for upskilling, he ensures that every client achieves and exceeds their goals. Ready to lead accounts from onboarding to expansion, Ashish is your go-to expert for fostering enduring customer relationships and driving remarkable results.

### Experience

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|------------------------------|--|
| 08/2025 – Present<br>Gurgaon | <b>Account Manager, OculusIT</b> <ul style="list-style-type: none"><li>• HighEd Partnerships: Leading partnership with <b>US HigherEd Consortiums</b>, and ERP, CRM, LMS &amp; SIS solutions.</li><li>• Achieved <b>\$575K</b> in Q1 out of <b>\$2M upsell Quota</b> for the given year.</li><li>• Resource - Acquisition, interview, management, and allocation.</li><li>• Collaborate with Presidents, CFOs, and CIOs at the institution to identify upsell opportunities aligned with their domains.</li></ul>  |
| 02/2025 – 07/2025<br>Remote  | <b>Sr. Customer Success Manager, Whilter.ai</b> <ul style="list-style-type: none"><li>• Partner Manager : Opened channels to partnerships with ISVs, BSPs and MarTech players for Digital Communication Channels.</li><li>• Activating - tech hurdles in Marketing Automation or BSP integration challenges with clients through out the organization.</li><li>• Created a sales playbook using AI , that does credential sharing and follow up part on bespoke rules.</li></ul>   |
| 02/2024 – 02/2025            | <b>Customer Success Manager, Jio Haptik</b> <ul style="list-style-type: none"><li>• <b>Strategic AI Chatbot Deployment:</b> Led the <b>creation, configuration, training, and deployment</b> of AI chatbots and <b>CPaaS</b> significantly enhancing <b>customer engagement</b> and operational efficiency. Developed <b>strategic deployment plans</b> that closely aligned with customer goals and <b>MarTech strategies</b>.</li><li>• <b>Brand Partnerships and Collaborations:</b> Have penned, planned, prepared and executed brand and service collaborations in order to launch engagement camapigns. <b>Partnerships with - Banking, Fantasy Gaming, Sports, FMCG, EdTech.</b></li><li>• <b>Customer-Centric Solutions:</b> Provided <b>strategic insights</b> that empowered customers to harness the full power of <b>MarTech solutions</b>, enhancing their <b>marketing capabilities</b> and <b>productivity as a Campaign Manager</b>.</li></ul> |
| 10/2021 – 01/2023            | <b>Customer Success Manager, Sirionlabs Pvt. Ltd.</b> <ul style="list-style-type: none"><li>• Conducted <b>Activation plans and campaigns</b> for 8 enterprise customers in the NA region using our AI-Powered CLM suite post-implementation.</li><li>• <b>Enhanced Customer Engagement with HubSpot:</b> Leveraged HubSpot's CRM and marketing automation tools to develop <b>targeted campaigns</b> that increased user engagement by <b>25%</b>, reducing customer churn and deepening client relationships.</li><li>• <b>Optimized Onboarding with HubSpot:</b> Revamped the onboarding process by integrating HubSpot workflows, leading to faster Time-to-Value (TTV) and higher customer satisfaction.</li></ul>  |

- Exceeded adoption rate targets, leading to a significant reduction in early churn and contributing **\$365,000** in additional annual recurring revenue.
- **Lead Generation and Nurturing:** Utilized HubSpot to design and execute lead nurturing sequences, resulting in substantial growth in cross-sell and upsell opportunities, which drove strong revenue growth.
- Closed yearbook '22 with **100% retention** and a portfolio size of **\$1.9M**, consisting of Enterprise CXs from the US and EU.

2020 – 2021

**Lead - Key Account Management, Allstate**

- Lead: Insurance Product Specialists and Account Manager
- Driven, Deployed, and Strengthened 4 System cum Product Changes resulting in a 15% decrease in incident volume and a 20% increase in retention rate.
- **Portfolio Size - \$970K, consisting of 25 SMBs and Startups in Insurance Industry.**

10/2018 – 08/2019

**Subject Matter Expert, TomTom (Contractual)**

- Lead for Escalations and Social Media
- Operated as Lead of Product Specialists for Fitness and SAT Nav TomTom Products
- Managed Clients sales, Account Retention, and Grievances
- Pre and Post Sales Success Story Driver (Customer Success Manager)

08/2017 – 09/2018

**Customer Excellence, Amazon**

- Streamlined the UK Delivery and Last Mile Success rate to their All-Time high ensuring a 20% increase in CSATs on Eves.
- Monthly feedback coaching, Performance monitoring, and rating, training assurance, quality reviews, and roster management.

## Skills & Tools

**Customer Success**

Onboarding, Adoption Strategies, Churn Management, Renewals, Retention

**Account Management**

Portfolio Management, Upselling, Cross-Selling, Account Reviews

**Tools**

Salesforce, Totango, Jira, FreshDesk, CLM & GRC systems

**Team Management**

Leading Teams, Performance Monitoring, Coaching

**Partnerships**

- ISV Partnerships
- Brand Partnerships
- Collaborations
- Sponsorships

**Technical Skills**

CPaaS | AI Chatbot Configuration and Training, SaaS Expertise, Customer Behavioral Analysis

**MarTech**

Product Discovery  
Social Listening  
User Engagement

**AI**

VoiceAI Agents  
Chat Agents  
Agentic Configuration

## Projects

**Policy Change KAIZENS, Amazon & TomTom: Led policy changes that streamlined processes and improved customer satisfaction.**

## Awards

**Star Manager, TomTom**

Led team to quarterly KPI success.

**Best Mentor, Amazon**

Recognized as a top mentor for new hires.

**Saviour, Allstate**

Saved a high-value client from potential churn.

## Education

2019 – 05/2022  
Pune, India

**B.B.A Major in Finance, Modern College of Arts, Science and Commerce**