



Dhanvin Sudarsan

Chargebee| Liverpool Business School| IMT Ghaziabad 2019-2020

24/4, Vishnupriya apartments, 2 Street, Parameswari Nagar, Adyar, Chennai-600020

sudarsandhanvin@gmail.com | 8939649033 | <https://in.linkedin.com/in/dhanvin-sudarsan-a98255100>

Professional Experience

Customer Success Manager, Chargebee

11/2022 – present | Chennai, India

Chargebee is a recurring billing and subscription management tool that helps SaaS and SaaS-like businesses streamline Revenue Operations.

- Helped customers achieve their goals in a time-bound manner, saved a \$60K ARR account from churning by having frequent interactions in the form of QBRs to understand their strategic initiatives and work on them in a time-bound manner.
- Created a PC 2.0 customer shareable manual that outlined the fundamental steps involved for a migration. This document ensured to have all the steps were given out in detail, leaving no scope for back and forth between the customer and the CSM, therefore reducing the number of PC 2.0 tickets in the CSM que by 5%

Customer Success Manager, Zuora

03/2021 – 10/2021 | Chennai, India

Zuora provides cloud-based software on a subscription basis that helps companies launch, manage, and transform into a subscription business.

- Conducted a workshop to raise the awareness of the use of workflows for subscriptions by showcasing the power of automation for all the pain points that the customers were facing from time to time, resulting in an upsell pipeline creation of \$40K MRR across 30 accounts.
- Increased the average NPS scores of all the accounts in the book from 3 to 6 by conducting monthly business reviews and creating mutual action plans to achieve traction on these initiatives
- Helped the team at large reduce churn and manage escalations effectively by creating playbooks in the CSM tool. This document outlined all the steps that a CSM must undertake in case of churn risk in the form of tasks resulting in effective churn mitigation for five accounts that totalled for \$40K ARR

Senior Product Consultant, Freshworks

02/2019 – 03/2021 | Chennai, India

Freshworks creates cloud-based software solutions for businesses

- Aided the sales US West Sales team achieve 134% of their target in 2019 by showcasing Freshservice in a value creation based demo practices that involved steps in identifying the “why” behind a problem and mapping those with the solution that Freshservice could provide
- Helped the team of 6 convert growth plan customers into pro customers by creating specific analytics dashboards based on the user personas of Freshservice that were created by conducting an exclusive research to understand their data dashboard needs and the widgets that they would require
- Reduced the onboarding time of new joiners in the team from 5 weeks to 3 by coming up with a scorecard for evaluation that would evaluate new joiners solutioning skills in 4 broad topics after the initial training in the first week

Associate Strategy Consulting, PwC (Strategy &)

08/2017 – 11/2018 | Bengaluru, India

Strategy& is the strategy consulting business unit of PricewaterhouseCoopers (PwC)

- Reduced the operating cost by 8% for a client of PwC from the energy and gas industry by working on a merger to make use of strengths to cover the blindspots that these businesses had concerning their product offerings
- Helped a global SaaS product giant revamp its partner program with a framework to evaluate and onboard partners quicker. Leading to 400 partners onboarding in a span of 6 months.
- Helped a medical device manufacturer expand its presence in the DACH region by conducting thorough market research to understand the market behaviour for the reimbursement process

Associate- Management Consulting, Frost&Sullivan

07/2016 – 07/2017 | Chennai, India

Frost & Sullivan is an American business consulting firm. It offers market research and growth strategy consulting analysis

- Helped Frost & Sullivan create its presence in the Fintech space as a founding member of this practice by developing its P&L by creating market research reports that analyzed the impact of technologies like Blockchain on the Banking and Insurance sectors and working on consulting projects.
- Assisted a private bank in India for rolling out a manless digital branch as a part of their digital transformation initiative
- Helped reduce time taken to issue policy by 2 days for an Insurance company by proposing data collection through an app

Associate- Pre-sales & Market Research,

06/2015 – 07/2016 | Chennai, India

Maveric Systems Pvt Ltd

Maveric Systems is a Banking transformation specialist

- Co-developed the fintech practice in Maveric to cater to the demands of testing needs of new-age banks by researching the latest technology trends within the Fintech space within eight months. Resulting in Maveric signing up for a new age bank in the UK for the first time.
- Brought Maveric's first Nordic customer worth ~\$200K a year within a span of 3 months
- I worked on a firm-wide initiative the idle bench time by 14% by working with them to create POCs

Education

Master of Business Administration Candidate; Major in Strategy and Operations, Liverpool Business School

06/2022 | Liverpool, United Kingdom

Submitted a thesis on organizational structure for product teams in a work from home that featured in the college's top 10 thesis from this batch

Post Graduate Program In Management, IMT Ghaziabad

06/2021 | Ghaziabad, India

7.8 GPA

B.A Journalism, Madras Christian College

06/2015 | Chennai, India

- 8.0 GPA
- Held the post of department student convenor for 2 years
- Held the post of treasurer for the department of Journalism for 2 years
- Captained the department's cricket to victory during the final year

Skills

Strategy, Problem Solving, Market Research, Critical Thinking, Communication Skills, Excel, Figma, PowerBI, Tableau

Interests

Motorsport, Attending networking events, Golf, Reading Books, Food