

# VISHAL ANAND

Enterprise Customer Success & Technical Account Lead · API Integrations · Revenue Retention & Expansion  
Noida / Bangalore, India · +91 63617 27616 · vishalanand.work@gmail.com · [linkedin.com/in/vishalanand797](https://www.linkedin.com/in/vishalanand797) · [vishalanand.vercel.app](https://vishalanand.vercel.app)

## EXECUTIVE SUMMARY

- 7+ years in B2B SaaS Customer Success — currently lead a 3-person Onboarding Specialist team and own **₹30M+ ARR** end-to-end across SMB and mid-market, with C-suite MBR / EBR / QBR cadence and full escalation, RCA, and CAP governance.
- Top-ranked Team Lead at **91.51% avg vs target across 16 months** (industry norm 75–80%); **₹6.5M+ expansion revenue** in 12 months and **churn reduced 30% → 18%** (~₹3.6M ARR protected annually).
- Authored the company-wide Integration Playbook used across **900+ API-led onboardings at ~5% rework**; deployed AI-augmented, LLM-agnostic CS ops (Claude, GPT, Gemini via n8n) saving 6+ hrs / CSM / week.

## CORE COMPETENCIES

**Revenue & Retention:** GRR / NRR optimization · Renewals & expansion forecasting · Upsell / cross-sell engines · Multi-year commercial negotiation · Churn taxonomy & health scoring · Lifecycle management

**Executive Engagement:** C-suite QBR / EBR / MBR cadence · Escalation management · RCA / CAP governance · Stakeholder alignment (Product, Eng, Sales, RevOps)

**Technical Account Management & Implementation:** REST API integration governance · Postman · Webhook architecture · WhatsApp Business API · Sandbox-to-production migrations · Integration Playbook ownership

**AI-Augmented CS Ops:** LLM-agnostic prompt engineering (Claude, GPT, Gemini) · n8n / Zapier / Make.com orchestration with human-in-the-loop controls · Generative AI (Databricks-certified)

**Platforms & Leadership:** Zoho CRM · Zoho Desk · CPaaS / VoiceTech platforms · Team coaching & QA frameworks · Performance management · KPI dashboards · Cross-functional program leadership

## PROFESSIONAL EXPERIENCE

**MyOperator (VoiceTree Technologies) — Customer Success Technical Lead (Enterprise CSM / TAM)** Dec 2025 – Present  
*Onboarding · Integrations · Adoption · 3 direct reports (Onboarding Specialists) · VoiceTech / CPaaS B2B SaaS · Noida*

- Lead end-to-end onboarding for **900+ accounts at ~5% rework rate** — owning activation, integration architecture, and adoption through go-live across a 3-person Onboarding Specialist team.
- Authored the company-wide **Integration Playbook** governing API auth, webhook routing, error handling, and escalation; act as the translation layer between Engineering and the C-suite, converting API complexity into executive revenue narrative.
- Re-architected onboarding as an AI-orchestrated workflow — **LLM-agnostic stack (Claude, GPT, Gemini) + n8n + WhatsApp API** replacing repetitive CSM-led touchpoints; expanded team capacity without headcount addition.

**MyOperator — Team Lead, Customer Success | Revenue & Retention** Nov 2024 – Dec 2025  
*4 direct reports · 25+ cross-functional stakeholders · ₹30M+ ARR · SMB through mid-market*

- Generated **₹6.5M+ expansion revenue in 12 months** (peak month 156% of target) via a repeatable upsell engine built on API adoption depth.
- Sustained **91.51% avg vs target across 16 months** — top-ranked among 6 Team Leads against targets ranging ₹1.2L to ₹5.5M; peak month 135.87%.
- Cut churn **30% → 18%** (~₹3.6M ARR/year protected) by rebuilding health scoring on integration depth, introducing churn taxonomy, and deploying early-warning dashboards 30+ days pre-renewal.
- Owned C-suite MBR / EBR / QBR and escalation governance; converted at-risk renewals into multi-year commitments — **95% CSAT, +30 NPS**, response time -90%, resolution time -60%.
- Lifted team QA **65% → 92%** through structured coaching and call-review cadences; deployed AI-augmented internal ops (LLM-agnostic stack + n8n) saving 6+ hrs / CSM / week.

**MyOperator — Key Account Manager** Jun 2023 – Nov 2024  
• Owned full post-sale lifecycle across SMB and mid-market; pioneered integration depth as the primary churn-risk and upsell-readiness signal — methodology later formalized company-wide. **Promoted to Technical Lead within 18 months.**

**91springboard — Community Manager (CS-equivalent for 500+ member portfolio)** Jul 2019 – May 2023  
*India's largest co-working network · Delhi NCR*

Owned full member lifecycle pre-SaaS — 30% renewal lift, 90% sustained occupancy, founder / investor / corporate stakeholder management. Foundation of the systems-first CS philosophy.

## EDUCATION & RELEVANT CERTIFICATIONS

**BA (Hons) International Hotel Management** — University of West London, UK · 2019 · **BSc Catering Science & Hotel Management** — Bharathiar University · 2019

**Certifications:** Generative AI Fundamentals (Databricks) · Prompt Engineering (Cognitive Class) · WhatsApp Business API & Marketing (Meta) · Digital Marketing (Meta)