

Namita Jadhav

Senior Account Manager | Customer Success | Digital Transformation

☎ +91-9930087987 | ✉ 2210nj@gmail.com | 🌐 Open to Relocation – Dubai, UAE | 🔗 [linkedin.com/in/namitajadhav](https://www.linkedin.com/in/namitajadhav)

Visa Status: Open to relocation; sponsorship required

Professional Summary

Senior Account Manager with 5+ years of experience in **Customer Success, Enterprise Account Management**, and Digital Transformation across SaaS, Healthcare, and Technology sectors. Proven record of delivering **\$30M+ revenue growth, 85%+ client retention**, and measurable **adoption gains**. Skilled in **Salesforce CRM, renewals**, upselling, churn reduction, and data-driven customer success strategies. Experienced in engaging senior executives and stakeholders, leading **200+** cross-functional teams, and aligning business outcomes with client success.

Core Competencies

- Customer Success & Client Retention • Enterprise Account & Key Client Management • SaaS, Healthcare Project Delivery • Client Onboarding & Renewal Management • Upselling, Cross-selling & Churn Reduction • Salesforce CRM
- Stakeholder Communication & C-Level Engagement

Professional Experience

Senior Account Manager

Encora (DMI), India | Feb 2021 – Present

- Manage a portfolio of enterprise clients across **technology and healthcare sectors**, ensuring delivery excellence and customer success.
- Lead **cross-functional teams of 200+**, overseeing end-to-end project execution.
- Act as a **strategic advisor to C-level stakeholders**, driving renewals, upsells, and expansion opportunities.
- Delivered **\$30M+ in new revenue** in the last fiscal year and maintained **85%+ retention and renewal rates**.
- Reduced **customer churn risk by 15%** by implementing **Salesforce CRM dashboards** for customer health tracking.
- Increased **client adoption rate by 20%** through proactive onboarding and engagement strategies.
- Improved **time-to-value by 10%** by streamlining implementation processes.

Technical Lead

CitiusTech, India | 2018 – 2021

- Directed a team of developers delivering scalable SaaS solutions for enterprise clients.
- Partnered with product managers to design and implement data-driven customer success strategies.

Software Engineer

Zeus Learning, India | 2015 – 2018

- Developed scalable front-end applications using React, Angular, and Vue.js for SaaS and enterprise clients.

Technical Sales Engineer

Movvel Tech Solutions, India | 2014 – 2015

- Consulted with enterprise customers on product issues and provided technical account support.

Executive

GTL Limited, India | 2013 – 2014

- Built and supported enterprise web applications using JavaScript & .NET.

Education

Bachelor's in Technology – Computer Science | Rajasthan Technical University, India | 2013

Diploma in Computer Science | Maharashtra State Board, India | 2010

Certifications

Professional Scrum Master I - Scrum.org Certification ID: 892335

Languages

English (Fluent)

Hindi (Fluent)