

ABHISHEK GIRIDHAR BHAT

Operations Leader | Technical Operations Architect

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EXECUTIVE SUMMARY

Strategic operations executive with 10+ years scaling high-growth SaaS companies from \$0 to \$50M+ ARR. Proven track record building and leading 40+ person cross-functional teams across 3 geographies, owning P&L for operational infrastructure, and delivering board-level business outcomes.

- Scaled operations at 3 high-growth startups (Series A through C), driving 3x revenue expansion and supporting \$88M+ in total capital raised
- Built zero-to-one operational infrastructure at 4 companies: India entity setup, compliance programs (SOC2/ISO27001), global GTM systems, and AI-powered automation platforms
- Led 40+ person teams across Sales Ops, Marketing Ops, CS Ops, and Support Ops; hired and developed leadership talent across 3 countries
- Partnered directly with CEOs, CFOs, and Boards on strategic planning, forecasting, and SaaS metrics (CAC, LTV, NRR, Rule of 40)
- \$150K+ annual cost savings via automation; 35% shorter sales cycles; 45% lower support MTTR through AI-enabled workflows

PROFESSIONAL EXPERIENCE

Director of Operations

Kognitos

Nov 2023 – Present | Bangalore, India (US HQ: San Jose, CA)

AI-powered automation platform (Series B) – Reports to CEO/COO

- Lead all operational functions for 150+ person company: Sales Ops, Marketing Ops, CS Ops, Support Ops, and Business Systems
- Built 25+ person India organization from zero; established payroll (Rippling/GreytHR), compliance (Drata SOC2/ISO27001), and spend controls (Ramp)
- Architected and deployed GTM Sync platform (internal product): AI-powered integration of Salesforce, Calendar, and Email via GPT-4/Claude/Gemini APIs, saving 15+ hrs/week per AE and \$50K+ annually
- Built lead routing engine (Kognitos + Zapier), improving assignment accuracy 70% and speed 90%; automated forecasting and real-time pipeline dashboards for executive visibility
- Own vendor selection and contract negotiation across CRM, CPQ, compliance, payroll, and data enrichment platforms; manage \$500K+ annual tooling budget
- Partner with CEO/COO on strategic planning, board reporting, and operational KPIs

Senior Manager, Technical & Business Operations

Yugabyte

Feb 2022 – Oct 2023 | Bangalore, India

High-performance distributed SQL database (Series C, \$188M raised)

- Scaled GTM data infrastructure for 3x revenue growth across 3 new geographies; implemented DealHub CPQ and contract automation, reducing quote-to-close by 25%
- Built compliance automation (SOC2, ISO27001) via Drata – zero critical findings; architected partner portal enabling 50+ channel partners
- Drove 32% increase in qualified pipeline through Apollo/ZoomInfo implementation and process redesign; built partner ops from scratch (onboarding 40% faster)
- Created board-ready SaaS metrics (CAC, LTV, NRR) and forecasting models adopted by CFO and executive team
- Led India entity setup including legal structure, payroll infrastructure, and hiring operations; scaled team to 15+

Head of Operations Engineering

Gojek

Mar 2020 – Jan 2022 | Bangalore, India

Southeast Asia's leading on-demand platform (decacorn, \$10B+ valuation)

- Led Operations Engineering for enterprise/B2B vertical (\$100M+ annual revenue)
- Designed and deployed AI-enabled support platform (triage, classification, routing), reducing MTTR by 45% and improving CSAT scores
- Built customer health data platform integrating Salesforce + product + support data – 85% at-risk prediction accuracy; automated renewals/QBRs, cutting prep time 60%
- Built CS operations framework from scratch; improved retention +18%, reduced churn -12%; global CS playbook adopted in 3 countries
- Led cross-functional initiatives with Product, Engineering, and Finance to operationalize enterprise go-to-market strategy

Operations Lead

upGrad

Nov 2019 – Mar 2020 | Mumbai, India

India's largest online higher education platform (unicorn)

- Built HubSpot → Salesforce integration and attribution model; established pipeline tracking for \$50M+ pipeline
- Created executive dashboards providing GTM visibility to C-suite and board

GTM Systems Architect

Forte Research Systems (acquired by Advarra)

Sep 2016 – Nov 2019 | Bangalore, India

Enterprise SaaS for clinical research

- Zero-to-one Salesforce architect for 100+ person GTM team; built data integration across Salesforce, marketing, and finance systems
- Automated KYC/contract workflows, reducing compliance workload 40%; built full-funnel visibility and forecasting models adopted by CFO/board

KEY ACHIEVEMENTS

- \$150K+ cost savings via automation; 32% pipeline growth; 3x revenue scale across 3 high-growth companies
- Zero-to-one India operations: entity setup, compliance, payroll, and 40+ person teams at 2 companies
- AI pioneer: First GPT-powered transcript automation in Salesforce; built and shipped GTM Sync as internal product
- SOC2/ISO27001 certified at 2 startups with zero critical findings

SKILLS & EXPERTISE

Leadership & Strategy: Team building (40+ people), cross-functional leadership, board/C-suite partnership, strategic planning, operational scaling, vendor management, P&L ownership

Technical: Salesforce (Advanced Admin + Architecture), HubSpot, REST APIs, SQL, Python, JSON/XML, AI/LLM integration (GPT-4, Claude, Gemini)

Business Systems: DealHub CPQ, Apollo/ZoomInfo/Clay, Rippling/GreytHR, Drata, Zapier, Kognitos

Compliance & Methods: SOC2 Type II, ISO27001, GDPR, Revenue Operations, GTM Strategy, OKRs, Agile

EDUCATION

Postgraduate Degree, Computer Science

2018 – 2019 | International Institute of Information Technology Bangalore (IIIT-B)

Bachelor of Engineering, Computer Science

2012 – 2016 | RNS Institute of Technology