

**ROHAN PATEL** | Male, 26 Years

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## EDUCATION

BE (ECE)	L.D.College of Engineering	7.27/10	GTU	2019
CLASS XII	KV Shahibaug, Ahmedabad	84.4%	CBSE	2015
CLASS X	KV Shahibaug, Ahmedabad	91.1%	CBSE	2013

## WORK EXPERIENCE

### Infoblox:

IB Unites networking and security to deliver unmatched performance and protection for a world that never stops.

#### Role: Customer Success Specialist (1Year)

[18/07/2022- Present]

- Managed a book of business of **40+ enterprise and commercial customers** in the US region with combined ARR of USD 2Mn.
- Became a **trusted Advisor** for our Major Enterprise & Commercial customers with a focus on Adoption, Retention & Expansion
- Onboarding new customers and introducing them with our products and support process via **CS kickoff calls**.
- Understood & Aligned with Customer's Business Objectives, their basic environment, Roadmap, Pain Points to Strategize their Success by creating **long term and short-term success plans in Gainsight**.
- Led regular strategic business reviews to communicate progress against agreed success plans and address risks.
- Delivered **Quarterly Business Reviews** & Product Updates to re-enforce Infoblox Value, and identify Expansion & Experience Opportunities
- Escalation Management, Stakeholder Management (Internal & External), Co-ordination between Product Management, Support groups, and other Cross-Functional teams.
- Realized the potential of **Value Pillars** to further drive adoption and expansion opportunities with the **SOC and SecOps Teams**.
- Met the Quarterly NRR target of 115% and GRR of 95% with a product adoption rate of 96%
- Special Projects:**
  - COGs Customers:** Led a high-level project with COGs (Cost of Goods) customers to reduce High DNS Traffic in the cloud thereby saving ~80K USD monthly.
    - Received Recognition** from Sr. Director CS for successfully completing the project.
  - Reinforced customer satisfaction with a large healthcare customer by presenting a **Business case** to the IB leadership for extra support in temporary plan of action that I envisioned.

### Sophos Technologies Pvt Ltd:

Sophos develops cybersecurity products for communication endpoint, encryption, network security, email security, mobile security, and unified threat management.

#### Role: Processing Support (2.8 Years)

[17/10/2019-31/06/2022]

##### Global Escalation Contact:

- Engagement & Collaboration cross functionally with Channel Sales, Partners, Distributors, Sales Operations, Pricing, IT service desk, Product Management & Supply Chain Team in the smooth functioning of Sales & Product Operations by meeting SLAs
- Built and managed ongoing relationships with distributors by listening to concerns, managing expectations and proactively finding solutions, achieving a higher **customer satisfaction rate**
- Used **conflict management** skills to listen and empathize with Distributors & Partner and helped in maintaining customer retention rate.
- Creating & updating **educational & training** material on Confluence tool.
- Engagement & Collaboration with Channel Account Managers/Distributors/Partners in the smooth booking of revenues and resolution of customer/partner issues.
- Communication and engagement with key stakeholders to monitor customer expectations and satisfaction.

##### Achievements:

- Received Quarterly Excellence Award for outstanding performance in Product Operations for Q2 FY2022
- Promoted in June 2022 as L2.

## SKILLS

<b>Salesforce (CRM)</b>	<b>Networking Concepts</b>	<b>Project Management</b>
<b>Onboarding</b>	<b>Quarterly Business Reviews</b>	<b>Adoption</b>
<b>Gainsight</b>	<b>Escalation Management</b>	<b>Customer Advocacy</b>
<b>Cross Functional Coordination</b>	<b>Success Plans</b>	<b>Upsell &amp; Cross sell</b>
<b>Relationship Management</b>	<b>Customer Success</b>	<b>Customer Experience</b>
<b>SaaS Products</b>	<b>Stakeholder Management</b>	<b>Cloud Products</b>

## ACHIEVEMENTS

- 2nd Winner in Kaizen 2019 with the most innovative project in the Electronics & Communication Department
- Coordinated in Swachh Bharat Mission Camp 2016 and contributed in constructing 900+ toilets in Daskroi, also lauded by hon'ble prime minister Narendra Modi in Mann Ki Baat program
- 2nd Winner in Kaizen 2k19 with the most innovative project in the Electronics & Communication Department
- Selected as School House Prefect and contributed in winning the best house award of the year 2014.
- Represented KV Shahibaug in Zonal level of National Children Science Congress 2013
- Represented KV Shahibaug in Zonal level of Youth Parliament 2012 competition.

## POSITION OF RESPONSIBILITY

- 2nd position in Kaizen 2k19 for the best project in EC dept (Team Lead).
- Selected as School House Prefect and contributed in winning the best house award of the year.
- Team lead in Rang Amaizi 2017 sponsorship team and increased team participation from 155 to 207 teams in Rang Amaizi that aims at beautifying destroyed walls by student unions.
- Core team member of event Ummeed and celebrated Uttarayan with 200+ underprivileged children from different NGOs.

## EXTRA CURRICULAR ACTIVITIES

- Event Manager in GTU Central Techfest 2017 with 5000+ students from 450+ colleges under GTU.
- NSS LDCE: Participated in digital India cashless workshop and spread awareness about it nearby villages.
- Mountaineering: Successfully completed the basic rock-climbing course certified by SVIM Mount Abu.
- Saved crucial goals in a penalty shootout and took our team to the finals of interclass football tournament.
- Assisted in No Vehicle Day as part of the Green Campus Initiative in the college and students to use greener alternatives.