

Abhishek Hiremath

Leading digital transformation in the Hybrid/Multi-Cloud environment | FinOps | Cloud Pre-sales/Post-sales Strategy | Technology Management and Consulting

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Results-driven professional with extensive experience in Customer Success Engineering. Combining technical proficiency with excellent communication skills, I specialize in identifying client needs, offering customized solutions, and ensuring smooth product implementation. Focused on enhancing customer satisfaction and loyalty through proactive support, strategic advice, and ongoing improvement efforts. Passionate about building lasting client relationships and consistently delivering exceptional value in every interaction.

EXPERIENCE

IBM India

July '24 - Current

Customer Success Consultant - Cloud CSM

- **Enable IT, finance, and DevOps** teams to work together to optimize cloud resources for spend, cost, and quality.
- Build and sustain customer relationships while driving customer onboarding and **FinOps** product adoption to exceed revenue and retention goals.
- Collaborating with multiple stakeholders and partnering with TAMs/Account Executives to align customers with the objective roadmap and features of IBM Cloudability (SaaS).
- Assisted customers with the integration of **IBM Cloudability** with **AWS, Azure, and GCP for cloud cost management**.
- Accountable as a first responder for Apptio Community to understand and explain the technical details of the product to the customers.
- Accountable for managing a recurring revenue of **USD 10 million** across 20+ enterprise customers.

Citrix Systems

June '22 - June '24

Product Specialist - Customer Success Engineer

- Directed Partner CSM initiatives across the APAC/EMEA regions, executing strategic programs aimed at driving success, such as **PoCs and technical workshops, to strengthen the partner ecosystem**.
- Managed a recurring revenue portfolio of approximately **USD 15 million** across enterprise, emerging-market, and corporate customers, each with an ACV of **USD 500K**, focusing on workshop adoption to boost account penetration.
- Collaborated with partners and direct customers, overseeing the technical and functional delivery of Citrix SaaS solutions (Virtualization, Application Delivery, and Security).
- Contributed to the creation of Technical Playbooks for the Global CS team, reducing onboarding timelines from over **120 days to just 45 days**.
- Led the successful execution of **40+ SaaS and Cloud Migration projects**, managing product design, deployment, and rollout plans, while setting and meeting critical milestones. This effort resulted in customers migrating to Citrix Cloud.
- Played a key role in the pre-sales process by managing customer onboarding, strategic planning, service enablement, consultative services, and driving upsell, cross-sell, and product demonstrations for new features and services.

Infosys Limited

December '19 - June '22

Senior Systems Engineer

- Experience with Citrix Director, Cloud Connectors, Citrix Gateway, Citrix ADM, Citrix DaaS, Citrix StoreFront, Netscaler, Citrix MCS/PVS and Azure.
- Implementing Citrix XenDesktop 7.x, 1912 LTSR and XenApp 6.x with customer requirement.
- Migrating on-prem environment to Public Cloud (Azure & AWS) and Citrix Cloud also Implementing Azure Virtual Desktop Solution for customers with single and multi-session VMs.
- Hands-on experience in configuring and publishing MASTER image templates (golden images) using AppLayering console (ELM), creating machine catalog, delivery groups
- Using Workspace Environment Management for user profile settings according to the requirement, knowledge of FSLogix profiles
- Hands-on experience on VMWare Vsphere and Active Directory, Configuring Citrix GPO and Policy management

SKILLS

- Strategic Technical Consulting (Pre and Post-Sales) | Cloud Platform : Azure | AWS | GCP | FinOps
- Project Management | Customer Success - Onboarding, Adoption, Growth, Expansion, Retention.
- Account Management
- Customer Relationship Management | Customer Success and Professional Service Delivery
- Technical : FinOps, IBM-Cloudability, Citrix, Apptio-Cloudability, VMware Vsphere, Cloud Computing, Python, Salesforce (SFDC), Gainsight, ServiceNow.

CERTIFICATIONS

FinOps Certified Practitioner

Nov '24

FinOps Foundation

Apptio Certified : Customer-Facing Communication Series Assessment

Oct '24

Apptio, an IBM Company

Kubecost Technical Certification

Oct '24

Kubecost

Apptio Certified Practitioner - Cloudability

Aug '24

Apptio, an IBM Company

Citrix Certified Associate - Virtualization (CCA-V)

Jan '24

Citrix

Citrix Desktop as a Service (DaaS) on Citrix Cloud Certified

Jan '24

Citrix

Citrix Virtual Apps and Desktops Service Integration with Microsoft Azure Certified

Feb '23

Citrix

Microsoft Certified Azure Fundamentals AZ-900

Jun '21

Microsoft

EDUCATION

Bangalore Institute of Technology

2015 - 2019

Bachelor of Engineering in Computer Science & Engineering

GPA - 6.83

ORGANIZATIONS

Rotaract Club of Bangalore Aagneya

2020 - 2021

Sergeant at Arms

Rotaract Club of Bangalore BIT

2018 - 2019

President

INTEREST

Swimming, Photography, Basketball, Video Games

LANGUAGES

English, Marathi, Hindi, Kannada, Telugu