

MRINAL MONDAL

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PROFESSIONAL SUMMARY

Customer Success Leader with 15+ years driving enterprise growth across Healthcare, FMCG, Consulting, Pharma, and Aviation. Currently managing a \$2.5M+ portfolio with 120% revenue growth and an 88% renewal rate by aligning customer outcomes with business goals. CSPO and CSM certified, with deep expertise in SaaS/Cloud integrations, enterprise account management, and cross-functional leadership. Proven track record of optimizing customer experiences with Salesforce, Jira, Azure DevOps, and ServiceNow.

CORE COMPETENCIES

Customer Success: Enterprise Account Management · Customer Onboarding · Retention & Expansion Strategy · Value Realization · Stakeholder Engagement

Technical: Salesforce (Platform Basics Certified) · ServiceNow · Jira · Azure DevOps · SQL · API Integration · SaaS Solutions

Leadership: Agile Project Management (Certified) · Team Mentoring · Process Optimization · Cross-functional Collaboration

PROFESSIONAL EXPERIENCE

Manager, Customer Success

June 2021 – Present

OpsHub, Inc. — Kolkata, West Bengal (Remote)

- Manage a \$2.5M+ enterprise portfolio, achieving 120% revenue growth and an 88% renewal rate through proactive, value-driven engagement.
- Lead customer transformation initiatives — workshops, webinars, and training programs — that increase product adoption and customer self-sufficiency.
- Own end-to-end implementation success from kickoff to go-live, combining project-management discipline with deep product expertise.
- Partner cross-functionally with Sales, Product, and Operations to resolve complex issues and grow strategic-account satisfaction and loyalty.

Product Support Manager

July 2020 – June 2021

OpsHub, Inc. — Ahmedabad, Gujarat

- Managed multiple simultaneous onboarding projects while maintaining high customer-satisfaction scores.
- Built comprehensive knowledge-base documentation that reduced resolution time and streamlined support.
- Provided technical leadership and mentoring across programming, web development, and customer service.

Support Lead

May 2018 – June 2020

MSB Docs — Chandigarh

- Implemented global-standard support processes and ran daily scrums to optimize team performance.
- Designed process documentation that streamlined workflows and improved response times.
- Served as customer SPOC, managing escalations, scope improvements, and new-implementation onboarding.

Senior Software Engineer

Nov 2013 – May 2018

Fidelity National Information Services (FIS) — Chandigarh

- Provided production support for Automated Document Factory (ADF) modules across 50+ banking clients.
- Managed version-release cycles, user customization, and database research using SOQL/SOSL.
- Resolved critical incidents remotely, maintaining system stability across enterprise environments.

Technology Solution Optimizer & Senior Executive

Feb 2011 – Oct 2013

Infosys BPM — Ghaziabad

- Automated job workflows integrating DB2 and Oracle databases, reducing manual effort and improving efficiency.
- Led a quality-improvement initiative that reduced email-repeat percentage and ensured post-deployment system stability.

EDUCATION & CERTIFICATIONS

MBA, Operations Management — DY Patil University | **B.E., Information Technology** — Jadavpur University

Certifications: Certified Scrum Product Owner (CSPO) · Certified Scrum Master (CSM) · Agile Project Management · Salesforce Platform Basics

Honors: Infosys Star Award · Outstanding Dependability Award