

MANOJ PILLAI

Customer Success (B2B SaaS)

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SUMMARY

Experienced in owning 20+ account portfolios, achieving 80-85% retention and \$110K+ YoY expansion (\$90K → \$200K) via proactive engagement, upsell strategies, and service alignment. Recovered at-risk accounts through milestone-based restructuring, ensuring alignment and project security. Skilled in driving customer value, renewals, and sustainable revenue growth.

EXPERIENCE

Partnership Manager

GreatFrontEnd

📅 03/2025

- Converted outbound partnership conversations at a 5-6% close rate, generating ~thousands in weekly recurring revenue
- Built a B2B partnership channel by designing and executing the full acquisition funnel across LinkedIn, cold email, AWS Partner Central, Carbon Ads, and direct sponsorship outreach
- Redesigned hybrid pricing models and sponsorship packages to strengthen value positioning, improve perceived ROI, and increase partner conversion rates
- Developed a custom analytics dashboard to monitor outreach performance, conversion funnel velocity, and revenue attribution, resulting in an 18% improvement in ICP-qualified opportunities within Q1

Business Development Manager

TransForm Solutions

📅 10/2024 - 02/2025

- Introduced early-stage Salesforce automation for lead capture and enrichment, reducing manual lead preparation effort and improving qualification consistency by 40% and saved 20hrs/user/w
- Recovered a high-risk account by restructuring delivery into a three-phase model with clear milestones and client approvals at each stage

Sales Executive

PaperTrue

📅 02/2022 - 08/2024

- Managed a portfolio of 20+ active B2B accounts (15 monthly, 5 quarterly contracts), owning onboarding, renewal, and expansion across a \$50K+ revenue base
- Maintained ~80-85% gross retention by proactively addressing satisfaction gaps and stabilizing at-risk accounts
- Drove annual expansion from \$90K to \$200K YoY by identifying upsell opportunities, restructuring service models, and aligning offerings to evolving client needs

Travel Consultant

Alhuraine Tours

📅 04/2019 - 05/2021

EDUCATION

Bachelor of Business Administration

Singhania University

📅 09/2018 - 09/2021

GPA

7.3 / 10

STRENGTHS

⚡ Communication & Problem-Solving

Expertise in critical thinking, team management and problem-solving for business strategy & revenue growth

KEY ACHIEVEMENTS

♥ Revenue Growth Achievements

Revenue-focused Customer Success Manager owning a 20+ account portfolio (monthly + quarterly contracts), driving expansion from \$90K to \$200K YoY while maintaining ~80-85% retention

SKILLS

SaaS Sales

Account Management

Customer Onboarding & Renewals

Customer Success

Google Analytics

Salesforce

Product & Feature Adoption

Communication

Google Sheets

HubSpot

Stakeholder Management

B2B Sales

Ad Sales

Freshworks

PROJECTS

Various Automation and Data Projects

- Multi-Source AI Lead Extraction tool developed for GreatFrontEnd
- Data Mining & Transformation Tool for PaperTrue

LANGUAGES

English

Native



Hindi

Native

