SHWETA KINI

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PROFESSIONAL SUMMARY

Customer Success Leader with a proven track record in driving account growth, optimizing customer journeys, and delivering strategic solutions for enterprise clients. Skilled in team leadership, stakeholder engagement, and leveraging data-driven insights to improve customer retention and satisfaction.

KEY SKILLS/ TOOLS

Client Relationship Management	Agile Methodologies	Tableau/ Power BI
Account Growth and expansion	Supply Chain Management	Product Management
GTM strategy and execution	Client onboarding/ training	Gainsight, Zendesk
Customer Retention and Engagement	Business Transformation	SAP Ariba

EMPLOYMENT HISTORY

CLIENT SOLUTIONS PARTNER- GEN AI/ DATA AND CLOUD   **June 2024 - November 2024**
QUANTIPHI INC

• **Led strategic client relationships** across the **Mid-Atlantic and Southeast Americas**, aligning AI and analytics solutions with business objectives to **enhance customer success, drive high customer satisfaction and expand accounts**.

• **Drove AI-powered transformation strategies and custom solutions based on customer feedback and interactions,** identifying **growth opportunities, upselling, and cross-selling**, achieving **quarterly revenue targets in collaboration with Google GCP**.

• **Increased account growth by 32%, generating $1.6M in revenue within 4 months**, leveraging **data-driven insights and KPI analysis** to enhance customer satisfaction and drive continuous improvement

• **Facilitated high-impact client engagements**, leading **workshops, scoping sessions, negotiations, and executive presentations**, ensuring seamless collaboration between **product, technical, and customer teams**.

• **Developed and executed GTM strategies**, collaborating with cross-functional teams to **position AI and cloud solutions effectively**, accelerating **market penetration and revenue growth**.

CLIENT SUCCESS LEAD- B2B SAAS & ENTERPRISE CLIENT MANAGEMENT   **November 2022 - April 2024**
IBM

• Client persona lead for all clients/buyers/ sellers on the B2B Commerce platform (SaaS) for IBM- Led cross functional team of 6, managing pre-sales and post-sales for 10+ Fortune 500 clients, overseeing a $8.2M revenue portfolio, and driving account growth through upselling services.

• Boosted platform adoption by 62% by implementing strategic customer engagement initiatives, improving onboarding, and tailoring solutions to client needs.

• Increased NPS and buyer retention by 23% by enabling enterprise-grade capabilities with consumer-level simplicity, ensuring a seamless and intuitive user experience.

• Defined and executed product roadmap, prioritizing high-impact features and enhancements based on market trends, customer feedback, and business value in an Agile environment fostering improved value propositions and delivering a competitive edge.

• Resolved 15+ critical process gaps by analyzing customer feedback, identifying inefficiencies, and implementing data-driven process improvements to enhance user experience.

• Led client training, onboarding, and change management, developing process flow documents, training materials, and interactive demos (remote & in-person) to empower sales teams and clients.

- Spearheaded GTM strategy, delivering personalized client demos to align with business goals, resulting in improved customer engagement, product adoption, and revenue expansion.

- Drove AI integration (Watson X) for buyer support, structuring business requirements and collaborating with Legal, IT, Analytics, and Governance teams to refine automation and customer interactions.

SENIOR BUSINESS INTELLIGENCE ANALYST- XBOX SOURCING   January 2022 – November 2022
MICROSOFT

- Led supplier engagement and relationship management for Xbox consoles and Surface laptops, ensuring seamless collaboration and optimizing procurement workflows in SAP Ariba (MSource).

- Drove 4.5% cost savings through pricing negotiations, buffer contracts, and strategic sourcing, reducing cycle time by 24% and improving supplier efficiency.

- Strengthened supplier relationships by managing contract alignment, purchase orders, and proactive communication, reducing escalations and improving responsiveness.

- Implemented and analyzed key supplier performance metrics, leveraging data-driven insights to identify trends, optimize processes, and enhance supplier relationships for improved decision-making

SUPPLIER BUSINESS TRANSFORMATION - GLOBAL SUPPLIER MANAGEMENT   January 2019 - March 2021
CISCO

- Led and optimized the end-to-end supplier onboarding process for 150+ suppliers, enhancing efficiency and stakeholder satisfaction.

- Streamlined workflows and improved operational efficiency, reducing onboarding cycle time by 73% through process redesign and system enhancements in SAP ARIBA, based on seller feedback and NPI Scores.

- Enhanced visibility and customer experience by developing Tableau dashboards, increasing process transparency by 32% and reducing escalations by 45% through real-time tracking and proactive issue resolution.

- Managed key customer and stakeholder relationships, ensuring smooth onboarding by overseeing contracts, NDAs, and compliance documentation.

- Created centralized resources, including SharePoint sites, training materials, process documentation, and self-service portals to improve stakeholder access to key policies and procedures.

- Contributed to strategic initiatives, defining business requirements and optimizing data integrity for a predictive financial viability system to assess supplier risk and enablement risk mitigation planning.

EDUCATION

MASTER OF SCIENCE - ENGINEERING MANAGEMENT   August 2021 - May 2022
Duke University

- Earned Academic scholarship in recognition of outstanding achievements

- Graduate research assistant- Fuqua School of Business

- Student Consultant- APKUDO, SAP

BACHELOR OF ENGINEERING - INDUSTRIAL ENGINEERING AND MANAGEMENT   August 2015 - May 2019
R.V College of Engineering

- Industrial Engineering association secretary

CERTIFICATIONS

GCP Cloud Digital Leader- GOOGLE	Growth Behaviors- IBM	Data Literacy – CISCO
Client Centricity – IBM	Agile Methodologies -IBM	Six Sigma Green Belt - CISCO

ADDITIONAL INFORMATION

AWARDS

- Top Client Relations Voice- LinkedIn Top influencers awards
- IBM- Rewards and Recognitions for team contributions
- Cisco- Connected Recognitions on 4 occasions
- IWise- Award for significant contributions towards women in technology in Cisco
- Winner of Cisco Global intern case competition