

ASHISH JOHRI

Customer Success & Sales Specialist | SaaS | B2B | International Markets
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[LinkedIn Profile](#) | [Intro Video](#) | [Business Presentation](#)

PROFESSIONAL SUMMARY

Results-driven Customer Success and Sales Specialist with 6+ years of experience across SaaS, IT services, insurance, telecom, and education industries. Proven track record of driving revenue growth, improving client retention, and managing international accounts across US, UK, and Australia markets. Skilled in Salesforce, HubSpot, Power BI, and digital marketing. Passionate about leveraging AI and SaaS innovations to deliver measurable business outcomes.

KEY ACHIEVEMENTS

- Increased client acquisition rates by 15% through strategic market analysis and targeted lead generation campaigns
- Improved customer retention by 20% by implementing proactive engagement and support strategies
- Managed and led teams of up to 25 members, ensuring KPI adherence and organizational goal achievement
- Delivered impactful business presentations for IT products and services, significantly enhancing client engagement
- Exceeded sales targets consistently by leveraging CRM tools (Salesforce, HubSpot) and data-driven pipeline management
- Generated revenue for SaaS products including Azure, Zendesk, Microsoft Licensing, Veeam, Blockchain, and eCommerce solutions

PROFESSIONAL EXPERIENCE

Test Centre Manager – Operations & Sales | IDP Education (IELTS) | *Dec 2023 – Present*

- Managed end-to-end IELTS test centre operations, including staff training, candidate registration, and test-day administration
- Recruited, trained, and supervised a team of examiners and invigilators in compliance with IELTS operating policies
- Met centre growth targets and expanded testing opportunities, working closely with global IDP marketing and admin staff
- Handled weekly, monthly, and ad-hoc reporting, maintaining accurate records of all test materials and staff activities

IT Customer Success Sales Specialist | Teksolto | *Jun 2018 – Nov 2023*

- Generated leads and grew existing client relationships, maintaining an accurate client book with a focus on repeat business
- Sold SaaS and IT solutions including Azure, Zendesk, Microsoft Licensing, Veeam, Blockchain, and Magento eCommerce platforms
- Executed cold outreach and warm lead follow-ups, developing unique sales tactics tailored to individual client profiles
- Utilized HubSpot, Salesforce, Slack, Jira, and Confluence to manage the full sales pipeline and ensure process compliance
- Partnered with Account Executive teams to design and execute industry-specific outbound sales campaigns
- Conducted month-end and year-end close processes, consistently meeting revenue targets

Risk Officer – Insurance Sales | Mercedes | *Mar 2016 – Jun 2018*

- Sourced and built long-term client relationships, advising on insurance policies tailored to individual needs
- Persuaded prospective clients via phone and meetings, consistently meeting monthly acquisition targets
- Managed client records, issued quotes, submitted applications, and prepared detailed performance reports
- Re-assessed client policy needs following major life events, ensuring ongoing satisfaction and retention

Process Trainer & Team Lead | Sitel / BPO | *Jul 2012 – Feb 2016*

- Led a team of up to 25 agents handling US loan, mortgage, and collection processes across US/UK time zones
- Designed and delivered training materials (videos, manuals, seminars) covering sales techniques and CRM systems
- Monitored team KPIs daily, identified skill gaps, and provided targeted coaching to improve performance
- Recruited for US IT staffing roles using portals like Dice, Monster, CareerBuilder, and LinkedIn (W2/1099/Corp-to-Corp)
- Coordinated mentorship programs for new customer service representatives and conducted role-play sessions

CORE SKILLS & TOOLS

• Customer Success Management • B2B SaaS Sales • Lead Generation • CRM: Salesforce, HubSpot • Power BI & Data Analytics	• Account Management • Pipeline Management • Digital Marketing • Team Leadership (25+ members) • Process Training & SOP Development	• Jira, Confluence, Slack • MS Office, Tally • LinkedIn Outreach & Prospecting • US/UK/AU International Markets • Upwork & Fiverr Bidding
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CERTIFICATIONS

- Lean Six Sigma Green Belt
- Salesforce CRM Certified
- Google Digital Marketing Certification (Google Garage)
- Diploma in Web Designing & Photoshop – Keerti Computer Institute (2012)
- Certificate in Computer Accounting (Tally) – Success Institute of IT (2011)

EDUCATION

Post Graduate Diploma in Business Administration | SIMBIOSIS / SCDL | *2021*

Master of Commerce (M.Com) | Savitribai Phule Pune University | *2018*

Bachelor of Commerce – Honours (B.Com H) | IGNOU / Sathye College | *2015*

ADDITIONAL INFORMATION

- Languages: English (Fluent), Hindi (Native)
- Nationality: Indian | Location: Pune, Maharashtra | Available for Remote Work (US/UK/AU time zones)
- Interests: Music, Singing, Volleyball – creative thinking and performance under pressure