

RUPAL DAS

Client Success & Technical Operations | SaaS | AI & Automation

rupal2k@gmail.com | +91 8961626740 | Kolkata, India | [linkedin.com/in/rupal-das-03ba082a](https://www.linkedin.com/in/rupal-das-03ba082a)

PROFESSIONAL SUMMARY

Results-driven Client Success & Technical Operations professional with 9+ years of experience managing enterprise SaaS clients across Americas and EU markets. Proven expertise in end-to-end client onboarding, incident resolution, API integrations, and platform configuration using CI/CD pipelines including Jenkins. Skilled at translating complex technical requirements into measurable business outcomes through SQL-driven reporting and cross-functional collaboration. Currently advancing expertise in Generative AI for Business at IIM Lucknow (Executive Program), with applied focus on leveraging AI for Learning & Development and client enablement. Certified Scrum Master with a track record of improving SLA compliance, driving product adoption, and reducing churn. Open to relocation and remote opportunities across global markets.

CORE COMPETENCIES

Client Success: Onboarding & Implementation • Retention & Churn Reduction • Executive Stakeholder Management • QBRs
Technical: API Integrations (REST) • Postman • SQL Reporting • CI/CD (Jenkins) • Incident Management • SLA Governance
AI & Innovation: Generative AI (Business Applications) • AI-Driven L&D • Workflow Automation
Tools & Platforms: JIRA • Confluence • Freshdesk • Zendesk • Salesforce CRM • Google Workspace
Methodologies: Agile / Scrum • ITSM • SaaS Lifecycle Management • Change Management

PROFESSIONAL EXPERIENCE

Client Success Specialist | Vantage Circle

Dec 2023 – Present • Kolkata, India (Remote – Americas & EU)

- Led end-to-end onboarding and strategic engagement for enterprise clients across North America and Europe, reducing time-to-value by streamlining implementation workflows.
- Served as primary escalation point for P1/P2 incidents; coordinated cross-functional resolution teams and delivered post-incident reviews, improving SLA compliance by 20%.
- Configured and deployed platform customizations using CI/CD pipelines (Jenkins), collaborating with engineering to ship client-specific feature rollouts.
- Delivered tailored API integrations via REST APIs and Postman, enabling seamless data exchange between client HRMS and Vantage Circle platform.
- Leveraged Generative AI tools to create L&D content frameworks and client enablement resources, increasing product adoption rates.
- Authored data-driven QBR presentations using SQL-generated insights, directly influencing renewal decisions for key accounts.

Support Specialist | Vimeo

Sep 2022 – Dec 2023 • Remote (Global Clients)

- Resolved 200+ client issues weekly across live chat and voice channels with a consistent 95%+ CSAT score.
- Partnered with Product and Engineering teams to document recurring bugs, contributing to 3 platform feature improvements.
- Created self-service knowledge base articles, deflecting 15% of inbound support volume and improving user enablement.
- Specialized in live video streaming troubleshooting, CDN performance issues, and API-based embed configurations.

Client Success Specialist | Vantage Circle

Sep 2021 – Sep 2022 • Guwahati, Assam (On-site)

Promoted from Sr. Executive – Operations & Support

- Successfully onboarded 15+ mid-market and enterprise SaaS clients within committed go-live timelines.
- Designed and delivered client engagement plans aligned to business KPIs, reducing early churn risk by 30%.
- Generated SQL and API-based reports to equip clients with data insights for rewards, recognition, and wellness program decisions.
- Managed integration projects between Vantage Circle and client HRMS platforms, ensuring data accuracy and uptime.

Sr. Executive – Operations & Support | Vantage Circle

Jul 2019 – Oct 2021 • Guwahati, Assam (On-site – India & ROW Clients)

- Owned escalation management for enterprise and SMB clients across multiple SaaS modules.
- Developed internal SOPs and client communication templates adopted across the operations team.
- Coordinated with product teams to log and prioritize feature requests from clients, improving feedback loop velocity.

Customer Service Representative | Groupon

Oct 2017 – Oct 2018 • Bengaluru, India (On-site)

- Managed customer escalations, app troubleshooting, and merchant dispute resolution using Zendesk.
- Maintained top-quartile CSAT scores while handling high-volume queues across chat and email channels.

Technical Support & Project Associate | Xtreme Webs Pvt. Ltd.

Mar 2016 – May 2017 • Kolkata, India (On-site)

- Provided technical support for newly launched websites, diagnosing and resolving issues to ensure smooth go-live and client satisfaction.
- Managed client communication end-to-end, gathering project requirements and translating them into actionable support and development tasks.

EDUCATION

Executive Program in AI for Business

Indian Institute of Management (IIM) Lucknow • Executive Education

2024 – Present

Bachelor of Computer Applications (BCA)

West Bengal University of Technology

Graduated 2013

CERTIFICATIONS

- Certified Scrum Master (CSM) – Scrum Alliance
- Google IT Support Specialization – Google / Coursera

KEY ACHIEVEMENTS

- Improved SLA compliance by ~20% through structured incident triage and escalation frameworks across Americas and EU client base.
- Achieved 95%+ CSAT at Vimeo handling 200+ weekly client interactions, recognized as a top-performing support specialist.
- Onboarded 15+ enterprise SaaS clients with zero missed go-live deadlines, maintaining a 30% reduction in early churn risk.
- Pioneered use of Generative AI tools to automate client L&D content creation, cutting production time by an estimated 40%.
- Built SQL-driven reporting dashboards adopted by 10+ client accounts for monthly and quarterly business reviews.