Eshwar Dandapani

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Summary

Customer Success Manager with 10+ years of experience driving adoption, retention and revenue growth for enterprise B2B customers and 6+ years in high-growth SaaS startups while managing $3-6M in ARR. Scaled Customer Success at high growth startups including Grafana Labs, Delphix and Qubole. Achieved 120%+ NRR by combining stakeholder engagement with deep product and technical expertise. Experienced across data infrastructure, observability, data security, cloud and AI.

Strengths: Value Realization | Data-driven Insights | Risk Mitigation | Escalation Management

Experience

CONSULTING, Los Angeles, CA   **Jan 2025 – Sep 2025**
Customer success and product strategy for early-stage SaaS startups
Consultant

- Built a churn-mitigation and renewal playbook for an early-stage observability startup, advising on customer segmentation and business value engineering to **improve retention by 10%**
- Guided product strategy for Mapblazer's AI-powered theme-park route optimization, helping **achieve 90%+ route prediction accuracy** through in-park validation across five parks

GRAFANA LABS, Los Angeles, CA   **Nov 2022 – Nov 2024**
AI-Enhanced Observability platform for monitoring, visualization, & analytics. Leader in 2025 Gartner Observability Magic Quadrant
Senior Enterprise Customer Success Manager

- Focused on team collaboration and stakeholder engagement to turnaround at-risk accounts transitioned from the predecessor, exceeding expectations by ending FY2023 with **120% NRR**
- Led an effective escalation management for a demanding internet security customer, which strengthened the trust & relationship, helping to identify & close a large expansion opportunity which **increased the ARR 4X**
- Drove adoption of a then newly released cost-reduction feature for a high-spend customer, achieving ~**30%** monthly spend reduction that led to **80% new ARR**
- Partnered cross-functionally to deliver critical features that revitalized a key streaming customer relationship, resulting in **4× user adoption** and **2× ARR** growth on an extended **multi-year deal**
- Spearheaded key feature updates to the customer Billing Dashboard alongside the Cloud Insights team to streamline monthly spend tracking & improved cost management experience for **more than 1000 accounts**

DELPHIX, Redwood City, CA   **Mar 2021 – Oct 2022**
DevOps data platform for data masking and test data management (TDM) ensuring continuous compliance and driving digital transformation
Customer Success Manager

- Collaborated with the Sales & Professional Services teams to drive stakeholder engagement and risk mitigation, ending FY2022 with zero churn, **120% NRR**
- Avoided churn with a high-risk key **$1M ARR** healthcare account by working closely with the Professional Services team to implement a creative data compliance solution that also opened long-term growth prospects
- Launched a Customer Success Enablement program to streamline onboarding for new product releases; co-developed a **churn mitigation playbook in Gainsight**, improving retention strategy
- Orchestrated a strategic deal by aligning Account and Partner teams around a new data automation and compliance use case, delivering **100% net-new ARR** from a large hospitality client

QUBOLE, Santa Clara, CA   **May 2019 – Nov 2020**
Cloud Native Open data lake platform for machine learning, streaming analytics, data exploration and ad-hoc analytics

Cont.

Customer Success Manager

- Partnered with Sales & Solution Architect teams to drive value realization and impactful business reviews that helped expand use cases and achieve **177% NRR** for the top three accounts
- Enhanced platform stability through collaboration with Customer & Engineering teams, implementing critical software improvements that averted churn; this initiative contributed to a key account exceeding **$1M in ARR**
- Spearheaded a cost reduction initiative with Global Account and Engineering teams to decommission legacy Qubole infrastructure, delivering **$1.2M in annual savings** with zero customer impact
- Managed deprecation of a product feature with Product & Solution Architect teams and retained customer analytics workloads worth **$0.3M** along with **$0.5M in cost savings** annually

TOWER, Newport Beach, CA   **Jan 2015 – Apr 2019**
Foundry of high value analog semiconductor solutions, leading the analog ecosystem with high-quality, innovative technological solutions
Senior Customer Account Manager

- Orchestrated collaboration between Engineering & Operations teams to resolve critical automotive product reliability issues, securing **$6.3M in ARR** and improving customer satisfaction scores
- Achieved expansion of strategic account by **$3.6M ARR** by resolving critical customer escalations through collaboration with Product & Engineering teams

Education

Master of Business Administration (MBA), UCLA Anderson School of Management, Los Angeles, CA
Master of Science (MS), Engineering Science, Pennsylvania State University, State College, PA
Bachelor of Engineering (B.E.), Metallurgical Engineering, Indian Institute of Technology, Chennai, India

Certifications

Generative AI with Large Language Models (Coursera): Certificate No. AMIUM3101ZDW, Jul 2025
AWS Certified Solutions Architect - Associate: Validation No. d8b21153cfa846f7bdf2e382a0e05fce, Jun 2025
Machine Learning Specialization (Coursera): Certificate No. 2K3HNJX97E8S, May 2025
Graph Developer - Associate (Apollo GraphQL): Mar 2025
Customer Experience Certificate Program (UCI): Sep 2022

Personal Productivity - Agentic AI

Company signal monitoring agent: Built a daily Google Apps Script workflow to track signals across 20 target companies (incl. relevant roles), send an email digest, and log results to Google sheets, **saving 30 min/day**
Business news summarization agent: Implemented a daily Google Apps Script that aggregates selected news sources and publishes an exec-ready brief to Google Docs using **LLM summarization saving 30 min/day**
Leveraged **Gemini** to accelerate Apps Script development (prompting/iterating on functions and error handling)

Skills

Data Analytics	Cloud Infrastructure	Observability & Monitoring
Data Security	Business Value Engineering	Salesforce
Gainsight	Zendesk	GitHub
SQL	Python	Generative AI