

Karan Singh Bhadauria

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PROFESSIONAL SUMMARY

Account management and sales professional with 7+ years of experience driving revenue growth, client retention, and enterprise relationships across SaaS, AI, fintech, and language services. Consistent track record of 90% client retention, 95% CSAT, and \$120K+ in closed enterprise deals. Experienced in managing direct reports, cross-functional teams, and contract workers across project delivery and sales operations. Hands-on with Salesforce, Hubspot, Zoho, and GoHighLevel. Open to fully remote roles in account management, customer success, or business development.

EXPERIENCE

Braahmam International (Dublin, Ireland | Remote)

Key Account Manager

Feb 2023 - Present

Full ownership of enterprise account management, new business development, and team leadership across EdTech, FinTech, and AI verticals.

- Managed a portfolio of enterprise accounts across EdTech, FinTech, and AI verticals, owning the full post-sale lifecycle from onboarding through renewals and expansion.
- Maintained 90% client retention rate and 95% CSAT scores by running structured QBRs, proactive health checks, and tailored customer success plans.
- Grew net revenue retention by identifying upsell and cross-sell opportunities within existing accounts, contributing to consistent ARR growth.
- Served as the primary point of contact for key accounts, managing executive stakeholder relationships and resolving escalations with a documented resolution rate of 95%.
- Closed \$120K+ in new enterprise deals by running end-to-end sales cycles including prospecting, discovery, solution design, negotiation, and contracting.
- Expanded the client base by 20%, onboarding 10 new high-value accounts through targeted outreach, consultative selling, and ROI-focused presentations.
- Led go-to-market strategy for a new service segment, generating 15% revenue growth in the first quarter of launch.
- Revived 5 dormant accounts through customized re-engagement strategies and updated solution proposals.
- Represented the company at [Singapore FinTech Festival 2025](#), generating 10 qualified leads and initiating new partnership conversations.
- Managed and mentored a team of 2 direct reports across sales and account management functions, overseeing task allocation, performance reviews, and skill development.
- Delivered weekly pipeline forecasts, account health dashboards, and revenue reports to leadership using CRM.
- Coordinated AI data collection and annotation projects (audio, text, image) for enterprise clients, managing vendor workflows, quality assurance, and delivery timelines.
- Created sales enablement content including case studies, product demos, and onboarding materials to support pipeline and product adoption.

vSpeeq (Braahmam Group) (Dublin, Ireland | Remote)

Project and Account Manager

Jan 2022 - Present

Full ownership of interpretation project delivery, vendor operations, client account management, and new business development.

- Independently owned a portfolio of recurring interpretation accounts, managing client relationships, renewals, upsells, and satisfaction across the full account lifecycle.

- Achieved 95% client satisfaction across all managed accounts by maintaining proactive communication, setting clear delivery expectations, and resolving issues quickly.
- Conducted regular account reviews with clients to align on service quality, capacity requirements, and upcoming project pipelines.
- Independently prospected and closed new interpretation clients, managing the full sales cycle from outreach and needs assessment through proposal, negotiation, and contract sign-off.
- Developed and delivered accurate project proposals and cost estimates tailored to client language requirements and industry domains.
- Managed end-to-end delivery of RSI interpretation engagements, overseeing scheduling, quality review, and post-project feedback loops.
- Boosted client satisfaction scores by 10% on virtual platform projects through tailored delivery workflows and cross-functional coordination.
- Maintained team knowledge base for interpreters, ensuring terminology consistency, domain accuracy, and compliance with client style guides.
- Implemented CRM workflows to manage project pipelines, client communication histories, and delivery reporting.
- Sourced and onboarded a vetted network of 100+ interpreters across niche language pairs and specialist domains including legal, medical, fintech, and government.
- Managed interpreter contracts, rate structures, and performance standards to ensure consistent quality and cost efficiency.
- Keynote speaker at the [CITLoB Annual International Conference](#) (50 to 100 attendees, multi-country audience, recorded and published online), presenting on Swadeshi Tech and language access.

Coral Knowledge Services Pvt. Ltd. Delhi, India

Senior Project Coordinator

Aug 2021 - Dec 2021

Project Coordinator

Sep 2020 - Aug 2021

Managed multilingual translation projects across 15 to 30 languages for multinational enterprise clients, with direct supervision of a team of 3 junior coordinators.

- Supervised and mentored 3 junior project coordinators on a day-to-day basis, covering task delegation, quality checks, client communication standards, and TMS platform usage.
- Managed large-scale translation projects spanning 15 to 30 language pairs across European, Asian, and Middle Eastern markets for global enterprise clients.
- Reduced delivery times by 20% on international translation projects by adopting CAT tools and agile project management methodologies.
- Improved operational efficiency by 25% through cross-functional team coordination, resource planning, and localization workflow redesign.
- Maintained 95% client satisfaction and strong account retention across all major translation programs through proactive communication and rigorous QA processes.
- Built long-term client relationships that resulted in expanded service scope, repeat business, and stronger retention rates.
- Trained and onboarded new project coordinators on translation workflows, client communication standards, and TMS platforms.

Earlier:

Project Executive at SingEx Exhibitions (2019-2020, managed 5,000+ attendee B2B conferences, grew exhibitor participation by 30%)

Event Promoter, Team Core Events (2018-2019)

Sales and Marketing Intern, Maruti Suzuki (2018)

SKILLS

Account Management: Enterprise Account Management, Portfolio Management, Renewals, Upsell and Cross-sell, QBRs, Stakeholder Management, Executive Relationships

Sales and Business Development: B2B Sales, Full-cycle Sales, Pipeline Management, Consultative Selling, Negotiation, Go-to-Market Strategy, Lead Generation

Customer Success: Onboarding, Customer Health Monitoring, CSAT and NPS, Lifecycle Management, Escalation Handling, Net Revenue Retention

Team Leadership: Direct Reports Management, Cross-functional Team Coordination, Performance Reviews, Training and Mentoring

Operations: Project Coordination, Vendor Management, CRM Workflow Design, Revenue Forecasting, Process Optimization

TOOLS AND PLATFORMS

CRM: Salesforce, Zoho Workplace, Plunet, GoHighLevel, Bitrix24, OneHash, Hubspot

Sales and Outreach: Apollo.io, Snov.io, Linked Helper, RocketReach

Project Management: Flowlu, Plunet, OneHash

LANGUAGES

English: Advanced / Fluent **Hindi:** Native

CERTIFICATIONS

[Account Management: Maintaining Relationships](#) | LinkedIn Learning (2025)

[Sales Strategy: Using AI and Automation to Sell More](#) | LinkedIn Learning (2025)

[SQL Essential Training](#) | LinkedIn Learning / NASBA (2025)

EDUCATION

Guru Gobind Singh Indraprastha University Delhi, India

Bachelor of Commerce (Honours) | 2019

Coursework: Accounting, Analytics, Business Communication, Marketing