

ABHISHEK RAI

RevOps & Delivery | N8N & AI Automation | B2B SaaS / Telecom
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PROFESSIONAL SUMMARY

Sales Operations and Delivery professional with 4+ years running end-to-end revenue operations for North American B2B enterprise accounts (AT&T Platinum Elite). Built Python and n8n automations that cut order-processing time by 40%, recovered 33% of team capacity, and protected \$300K–\$400K ARR through analytics-driven churn mitigation. Self-taught builder shipping AI-powered tools alongside full-time delivery work.

PROJECTS

AI Strategic Report Generator — Next.js + Python backend + Claude API + Web Search

- Generates consultant-style strategic reports in 90–150 seconds by combining live web search with LLM synthesis. Currently rated 7+/10 by early testers across multiple channels. Demo walkthrough: <https://www.loom.com/share/260d5b9453ef45bcb053d210c93d7f51>.

PDF Page-Selection Extractor (Excel / Word) — Python backend + web UI

- Upload a PDF, pick the pages you need, preview the extraction, and download as Excel or Word. Achieves 90–95% extraction fidelity on mixed-format documents. Demo walkthrough: <https://www.loom.com/share/78915fa3609446a1ad2e69fd582711d2>.

Additional internal tools built for current employer (monitoring system, operational database, workflow automations) not publicly shareable due to confidentiality.

PROFESSIONAL EXPERIENCE

Sales Ops & Automation Lead — BCDR Solutions LLC (North American Enterprise Accounts)

Apr 2024 – Present

- Protected \$300K–\$400K in ARR annually by running a proactive churn-mitigation program across 15–20 high-risk enterprise accounts per year, using usage analytics to reposition rate plans before contract renewal.
- Cut order-processing time by 40% and recovered 33% of team capacity by building Python and n8n automations plus live operational dashboards; reduced order errors to under 5%.
- Owned delivery for 30+ Tier-1 carrier accounts per quarter (AT&T Platinum Elite), coordinating sales, finance, and vendor teams to accelerate B2B enterprise deployments.
- Zero findings across every quarterly compliance review after designing contract governance and compliance-control frameworks; also served as primary operational point-of-contact for executive Account Directors on complex mobility deployments.

Program Associate, Telecom Enterprise Operations — Tech Mahindra

Oct 2022 – Apr 2024

- Accelerated issue resolution by 20% across 100+ North American enterprise accounts monthly by enforcing ITIL-aligned SLAs across third-party vendors and owning contract compliance reviews.
- Built dynamic MBR dashboards and ticket-aging analytics in Excel that senior leadership used for resource allocation and capacity planning.
- Escalation and triage framework adopted as the team-wide operational standard after my version improved SLA adherence and eliminated repeat incidents.
- Wrote the SOPs and SIPOC-mapped workflow docs for Order-to-Cash and mentored new associates on compliance protocols.

Analyst, Home Security Operations — eClerx

Sep 2021 – Sep 2022

- Hit 85% remote-resolution rate on enterprise home-security escalations, materially reducing repeat-dispatch costs and cost-to-serve.
- Wrote corrective SOPs from root-cause analysis that lifted first-contact resolution and reduced repeat tickets across the support team.

CORE SKILLS

Revenue Operations: ARR retention, churn mitigation, Order-to-Cash (O2C), contract governance, renewals, Deal Desk support

Automation & Scripting: Python, n8n, API integration, low-code workflow design, LLM integration, data-validation pipelines

Project & Program: End-to-end delivery, SLA governance, ITIL, SIPOC mapping, risk mitigation, cross-functional coordination

Analytics & Reporting: Advanced Excel (pivot tables, XLOOKUP, dashboards), KPI frameworks, MBR reporting, capacity planning

CRM & Platforms: Salesforce, HubSpot, Zoho, ServiceNow, Jira, Asana, MS Project

EDUCATION & CERTIFICATIONS

Bachelor of Arts, Public Administration — Kurukshetra University, Haryana

2018 – 2021

Certifications:

Google PMP Certificate (v2)

Generative AI for Project Managers (PMI)

Supply Chain & Capacity Planning