

ADITI NAIR

AI ADOPTION & PRODUCT OPERATIONS | CUSTOMER SUCCESS | B2B SAAS

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PROFESSIONAL SUMMARY

Customer Success professional with nearly eight years of experience, including three years supporting healthcare SaaS clients through Phreesia and Rayden Interactive. Managed a mix of 25 core and enterprise accounts at Phreesia and worked across business reviews, ROI analysis, workflow changes, implementation and escalations. Currently building hands-on experience in AI adoption and product work through two independent projects focused on user needs, responsible AI choices and practical testing.

25-ACCOUNT SAAS PORTFOLIO • NEARLY 8 YEARS
B.E. COMPUTER SCIENCE • 2 AI/PRODUCT CASE STUDIES

CORE CAPABILITIES

AI adoption & product: use-case discovery, user journeys, requirements, enablement, responsible AI boundaries, pilot planning

Customer success: enterprise accounts, SaaS adoption, business reviews, ROI, implementation, escalations, stakeholder management

Analytics & operations: customer reporting, workflow analysis, quality assurance, change management, Power BI, Excel

PROFESSIONAL EXPERIENCE

Phreesia | Senior Analyst - Client Success | Apr 2024 - Jun 2026

- Managed 25 core and enterprise healthcare SaaS accounts, handling adoption questions, ongoing requests and escalations as the main client contact.
- Built recurring business reviews and client pitch decks using performance data and ROI calculations, then used the findings to discuss results and agree on next steps.
- Turned client feedback and account data into changes to workflows, screeners and product configuration, working with implementation and internal teams.
- Coordinated implementations and configuration updates from requirements through quality checks, change communication and rollout.
- Used approved AI tools for non-sensitive analysis and early drafts of client material, checking and rewriting the output before it was shared. Received internal recognition for client partnership and reliable delivery.

Rayden Interactive (Phreesia Partner) | Analyst - Client Success | Feb 2023 - Apr 2024

- Supported Customer Success leads as a secondary contact for SaaS accounts, keeping clients updated and following through on day-to-day requests.
- Prepared account reports and pulled together observations for customer conversations and internal decisions.
- Assisted with implementations, configuration updates, quality checks and add-on rollouts while coordinating rollout readiness across teams.

Amazing Greys | Customer Delight | Sep 2021 - Feb 2023

- Worked across customer relations, Shopify operations and marketing for an early-stage consumer brand.
- Reviewed recurring customer feedback to identify friction and improve day-to-day service and operations.

EARLIER EXPERIENCE

BMW, Deutsche Motoren | Marketing Executive | May 2020 - Sep 2021

- Developed sales plans and maintained daily, weekly and quarterly forecasts while supporting campaigns and brand material.
- Managed budgets above INR 10 lakhs and resolved priority customer escalations in a high-touch automotive environment.

EaganSoft | Software Development Engineer | May 2018 - Sep 2019

- Contributed to coding, testing, bug fixes and iterative software releases in an early-stage company.
- Built an early foundation in software testing, structured problem-solving and working with developers on product delivery.

SELECTED AI & PRODUCT PORTFOLIO

Independent, pre-validation work; not employer work, production deployment or measured company impact.

Amicus Vera | Independent AI Product Concept & Clickable Prototype | Jul 2026 - Present

- Started with a working hypothesis: older adults may benefit from one calm place for conversation, routines and family reassurance.
- Wrote the personas, product principles, user journeys, requirements, success measures and staged roadmap.
- Set out where AI could assist and where deterministic controls or a person should decide, including consent, memory, non-diagnostic behaviour and escalation.
- Built and published a clickable Lovable prototype. It is not connected to a live AI model or database; the next step is usability and safety testing with target users.

Case study: aditinair.in/work/amicus-vera

Live prototype: senior-smile-line.lovable.app

Swiggy Delay Recovery | Independent Product & Analytics Case Study | Aug 2026

- Built and checked a 600-order synthetic dataset to compare peak and normal periods and explore preparation-delay and late-cancellation hypotheses.
- Proposed a scenario-aware delivery estimate, earlier warnings, a wait-or-cancel choice, replacement suggestions and transparent refund options.
- Outlined a pilot with a 10% exposure cap. The primary outcome would be 30-day reorder rate, with satisfaction, support contacts and margin as guardrails.

Case study: aditinair.in/work/swiggy-delay-recovery

AI PRACTICE & WORKING STYLE

AI use: Use ChatGPT to structure research and prepare first drafts; check facts and rewrite the output before using it.

Prototype work: Used Lovable and GitHub to make Amicus Vera's product decisions clickable and document revisions.

Responsible use: Keep sensitive client data out of public AI tools and label work as proposed, tested or deployed.

Current focus: AI adoption, product requirements, customer enablement, experiment design and responsible AI.

TOOLS, LEARNING & EDUCATION

AI & Product Tools: ChatGPT, Lovable, GitHub, Jira, Confluence

Customer & Analytics: Salesforce, Zendesk, Power BI, Microsoft Excel, Microsoft PowerPoint

AI Learning: What Is Generative AI?; Introduction to Prompt Engineering for Generative AI - LinkedIn Learning, 2026

Education: Bachelor of Engineering in Computer Science - Takshshila Institute of Technology