

ASHISH MISHRA

Enterprise SaaS | Customer Success, Implementation & Product Enablement

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PROFESSIONAL SUMMARY

Enterprise SaaS professional with four years of experience supporting regulated financial-services clients through onboarding, implementation coordination, training, and adoption within a complex compliance archiving platform. Skilled at translating customer business and compliance requirements into configured workflows and enablement plans, and at coordinating across Support, Engineering, Provisioning, and Customer Success to move clients from discovery to time-to-value. Brings an additional layer of customer-lifecycle expertise from a luxury hospitality background spanning Marriott, JW Marriott, and Taj Hotels, and applies that same relationship-first approach to enterprise SaaS accounts.

CORE COMPETENCIES

Enterprise Customer Success • SaaS Implementation & Onboarding • Requirements Discovery & Business Analysis • Customer Enablement & Training Design • Process Design & Workflow Optimization • Cross-Functional Stakeholder Management • Voice of Customer / Product Feedback • Escalation Management & Technical Troubleshooting • Change Management • Knowledge Management & Documentation • Regulated / Compliance SaaS Environments • Multi-Account Prioritization

TOOLS & PLATFORMS

CRM / Customer Ops: Salesforce (reporting & workflow)

Project / Collaboration: Jira, Confluence, Miro, Slack

Learning / Enablement: Skilljar, Zoom

Productivity: Microsoft 365, Google Workspace

Hospitality Systems: Oracle OPERA PMS, Hilton OnQ PMS, Booking.com, Expedia (OTA distribution)

PROFESSIONAL EXPERIENCE

Senior Product Training & Customer Service Specialist (Customer Enablement & SaaS Implementation) Apr 2022 – Present

Global Relay, Vancouver, BC

- Own the enterprise customer experience across the platform lifecycle for regulated financial-services clients (including **Calamos Financial Services, Athene Securities, Element Capital Management, and Absa Securities**), serving as primary point of contact from onboarding and requirements discovery through implementation coordination, training, and adoption support.
- Helped design a repeatable **Archive 9 → Archive 10 upgrade/migration runbook** for the Training organization, defining internal kickoff steps, customer-discovery questions, and requirements-translation workflows used to coordinate with Provisioning, Data Services, Customer Success, and Engineering across client migrations.
- Deliver customer-specific enablement — including workflow validation and administrator and end-user training aligned to each client's compliance requirements — to support faster time-to-value following implementation and platform upgrades.
- Serve as subject-matter expert across Global Relay's enterprise compliance archiving products, translating complex platform and regulatory-compliance concepts into clear guidance for enterprise clients and internal teams.
- Investigate and resolve technical and workflow issues raised via phone, email, and Salesforce cases; coordinate Engineering escalations through Jira and manage customer communication through to resolution.
- Advocate for customers by surfacing recurring pain points and feature requests through internal product-feedback channels, helping inform platform enhancement priorities.
- Co-govern the Training team's **Confluence knowledge base**, establishing an ownership model, review cycles, and a contributor accountability process to keep documentation current.
- Test Global Relay's internal AI Assistant / OpenSearch tool ahead of rollout, identifying and flagging accuracy issues to Technical Program Managers.

Lead, Customer Experience & Audit

Oct 2019 – Dec 2021

Marriott International, Vancouver, BC

- Managed a 13-person frontline team across guest experience and audit functions, resolving service escalations and maintaining consistent, elevated guest-experience standards in a luxury hospitality environment.

- Oversaw room inventory management across the hotel website, OTA channels (Booking.com, Expedia), and social platforms — work directly analogous to multi-channel distribution/channel management.
- Forecasted room revenue based on booking trends and market demand and implemented dynamic pricing strategies to support occupancy and revenue goals.

Front Office Agent — Hotel Pre-Opening & Opening

May 2019 – Oct 2019

Hotel Belmont, Vancouver, BC

- Supported front-office setup during hotel pre-opening; handled nightly revenue reconciliation across room and other revenue sources and resolved accounting discrepancies as part of daily audit close.
- Booked guest reservations and managed direct billing for hotel credit clients.

Guest Experience Agent (Part-Time)

Jun 2018 – May 2019

JW Marriott, Vancouver, BC

- Managed check-in/check-out and billing transactions in a luxury front-office environment, resolving discrepancies while maintaining guest satisfaction.

Customer Service and Sales Manager

Aug 2017 – Dec 2017

Mahindra Holidays and Resorts India Ltd., India

- Owned the full sales cycle for high-value vacation packages, from prospecting and needs-based consultative conversations through negotiation and close — including a **CAD \$15,000 package** closed through consultative selling.
- Represented the company at trade shows and networking events, building prospect relationships and generating new sales leads.

Catering Sales Manager

May 2017 – Aug 2017

Taj Hotels, India

- Managed the full sales cycle for banquet and event packages through outbound prospecting and consultative, requirements-based selling to meet monthly sales targets.
- Coordinated with Operations and external vendors (AV, décor) on seating, menu, and AV requirements to deliver events matching client needs.

CERTIFICATIONS

- Professional Scrum Product Owner™ I (PSPO I) — Scrum.org
- Prompt Engineering Specialization — Vanderbilt University
- Data Analytics — Cisco

EDUCATION

Post-Baccalaureate Diploma, Hotel & Resort Management

Capilano University, North Vancouver, BC | 2018 – 2020

Coursework: Strategic Management, Revenue Management & Sales, Financial Management, Managerial Accounting. Dean's List — 3 semesters; Runner-up, British Columbia Business Pitch Competition.

Bachelor of Science, Hospitality Management

AURO University, Surat, India | 2013 – 2017

Coursework: Human Resource Management, Microeconomics, Business Law, Business Development, E-Business. Canadian equivalency verified.