AISHA RAHMAN

Customer Success Manager | Enterprise Logistics Software | $14M ARR, 96% gross retention

Hobart TAS · aisha.rahman@email.com · 0400 000 000 · linkedin.com/in/aisharahman

SUMMARY

Enterprise customer success manager who keeps and grows large software accounts in transport and logistics. Looks after 22 enterprise customers worth $14M ARR and leads three CSMs, with gross retention at 96% and net retention at 114% over the last two years.

Treats a renewal as something earned across the year, not negotiated at the end of it. Every account has a quarterly value review built on the customer's own numbers: fuel saved, deliveries on time, hours of planning taken out.

CAREER HIGHLIGHTS

- Took gross retention on the enterprise book from 85% to 96% in two years by replacing ad hoc check-ins with a quarterly value review tied to each customer's own operating numbers, and it held through a price rise.
- Turned around the company's largest at-risk account, a $1.8M national carrier, after a rollout that went wrong; it renewed for three years and added two more depots.
- Influenced $2.6M of expansion revenue across the book in FY25 by finding each customer's next use case and bringing the account executive in at the right moment.

EXPERIENCE

Senior Customer Success Manager, Tidewell Software 2021 to now

22 enterprise accounts, $14M ARR, team of three CSMs. Reports to the Head of Customer Success. Works remotely from Hobart with customers across Australia and New Zealand.

- Cut time to first value for new enterprise customers from 120 days to 55 by writing a standard onboarding plan with the implementation team.
- Lifted weekly active users per account by 38% by running user groups at each customer's depots, so drivers and planners learned from each other.
- Built the account health score now used across all 400 customers, which flags churn risk an average of five months before renewal.
- Moved the team to a renewal forecast reviewed every fortnight; no enterprise renewal has arrived unplanned since.

Customer Success Manager, Gannet Freight Systems 2018 to 2021

Mid-market book of 85 customers, $5.2M ARR.

- Halved customer churn from 14% to 7% a year by introducing structured onboarding calls at 30, 60 and 90 days.
- Raised NPS across the book from 18 to 41.
- Carried a $600K annual upsell target and delivered 112% of it in each of three years.

Earlier career

Service desk and support roles, including Service Desk Team Leader at Wyndell Telecom and Support Analyst at Calder Payroll.

EDUCATION AND TRAINING

Bachelor of Arts (Psychology)
Certificate IV in Leadership and Management

SYSTEMS AND SKILLS

Gainsight, Salesforce, HubSpot, Looker · Renewals and expansion · Executive business reviews · Onboarding design · Health scoring · Escalation management