

# PRANAY LOHANI

lohani.pranay1998@gmail.com

+91 9582539140

linkedin.com/in/pranay-lohani

## SUMMARY

Client-Focused Consultant with 4+ Years in Account Management. Skilled in driving client retention and renewal cycles, upselling, and negotiating contract terms to maximize subscription value. Proven track record in managing cross-functional teams, forecasting, and leveraging analytics to unlock revenue opportunities for SMB and enterprise clients. Experienced in proactive client follow-ups, maintaining CRM accuracy, and achieving revenue goals.

## WORK EXPERIENCE

**Consultant II, Skan AI (Bangalore, India)** **01.2024 – Present**

- Achieved a **20% increase** in annual contract value (ACV) through **upselling, subscription expansion**, and negotiating **contract terms**, consistently exceeding **revenue retention targets**, contributing to overall customer success
- Successfully transitioned multiple accounts from **pilot programs to long-term contracts**, generating **\$12M+ in revenue** through tailored solutions and **strong client relationships**, driving significant business growth
- Identified and recommended **process optimization and transformation initiatives** to enhance efficiency and efficacy across operational workflows, delivering TAT reduction, cost efficiency, and execution scalability
- Transitioned accounts from pilots to production by aligning **GTM objectives with delivery and operating processes**
- Conducted **quarterly business reviews (QBRs)** with **C-level executives**, aligning service offerings with long-term growth plans and identifying **cross-sell and upsell opportunities**
- Collaborated with **product teams** to launch **10+ client-driven features**, successfully driving **adoption** and improving client **ROI**, from **POC to production**, directly contributing to **contract renewals** and overall customer satisfaction
- Awarded **Excellence Award** for innovation in solving complex client challenges

**Solution Advisor, Deloitte USI (Gurgaon, India)** **06.2021 – 01.2024**

- Led **10+ business process optimization projects**, translating client needs into actionable strategic initiatives that improved **decision-making by 25%**
- Designed and delivered **interactive dashboards** for executive stakeholders, enabling **data-driven growth planning**
- Conducted multiple **client training** and education sessions, empowering businesses to leverage **BI tools** for strategic marketing and sales decisions
- Supported multiple **client advisory engagements** focused on **risk consulting** and **strategic reporting**, enabling improved **project delivery timelines by 40%**
- Collaborated with **cross-functional teams** and **client executives** to identify new business opportunities and repeat engagements
- Recognized with **two awards** for exceptional **client service** and **problem-solving**

**Intern, Ernst & Young (EY) (Noida, India)** **04.2020 – 09.2020**

- Built **AI/ML-powered analytics solutions**, creating real-time **KPI insights** that improved **operational efficiency by 50%**
- Developed **marketing and sentiment dashboards** for a **telecom client**, increasing **transparency** and **campaign impact visibility by 70%**

## EDUCATION

**MBA, Narsee Monjee Institute of Management Studies (Mumbai, India)** **06.2019 – 06.2021**

Specialization: **Business Intelligence and Analytics (Major), Marketing (Minor)**

**B.Tech, Narsee Monjee Institute of Management Studies (Mumbai, India)** **06.2019 – 06.2021**

Specialization: **Computer Science**

**XII (CBSE), Bharat National Public School (New Delhi, India)** **03.2016**

**X (CBSE), Cambridge School Indirapuram (Ghaziabad, India)** **03.2014**

## SKILLS

Sales Strategy	Account Management	Customer Success	Business Planning	Problem Solving
HubSpot	Gainsight	Google Analytics	Advanced Excel	BI Tools
SQL	Python	Figma	Salesforce CRM	Slack

## EXTRA-CURRICULAR & INTERESTS

**Sports:** Winner of Intra-College Football Tournament at NMIMS Shirpur

**Leadership:** Coordinator at Ambiora '20 & Protsahan '21- Led 20-member team to conduct the annual fest, drove 200+ team registrations

**Community Impact:** Volunteered with EOSO Camps supporting hearing and speech-impaired children through educational and recreational initiatives

**Personal Interests:** Aspiring guitarist, Passionate home cook, Avid gamer (strategy-focused)