

ABHISHEK RAI

RevOps & Delivery | AI & N8N Automation | B2B SaaS / Telecom
Panchkula, India • +91 83604 29826 • iabhishekrai0@gmail.com • [linkedin.com/in/abhishekrai2000](https://www.linkedin.com/in/abhishekrai2000)

PROFESSIONAL SUMMARY

Self-taught builder who ships full-stack systems end to end — production authentication, geospatial data, content moderation, security hardening, and AI/LLM integration. Grounded in 4+ years of revenue operations for North American B2B enterprise accounts (AT&T Platinum Elite), where Python and n8n automations cut order-processing time by 40%, recovered 33% of team capacity, and protected \$300K–\$400K ARR. Pairs real go-to-market and ops experience with the engineering depth to build the tooling behind it.

PROJECTS

Signal Agent — AI Outbound Prospecting Agent — Next.js · Claude API · Web Search · HubSpot API

- Built an AI agent that researches a company live, scores it against a configurable ICP with evidence-cited reasoning, decides pursue/monitor/skip, drafts a personalized opener, and logs the full brief to HubSpot via API — correctly pursuing a 90/100 strong-fit SaaS target and skipping a 36/100 services-business mismatch for the right reason.
- Demo walkthrough:** <https://www.loom.com/share/0569369ac4864a3abd1242651e5c067f>

Golo — Hyperlocal Neighbourhood Social Platform — Next.js 15 · TypeScript · Supabase/PostGIS · Firebase Auth

- Architected and solo-built a full-stack social platform end to end — a location-radius feed (PostGIS geospatial queries surfacing posts within ~20km, with an automatic widening fallback so brand-new areas never hit an empty feed), plus posts, threaded comments, likes, follows, profiles, search, and notifications.
- Engineered the production concerns most side projects skip: multi-method authentication (phone OTP + Google) with cross-method account linking, posting-time content moderation feeding an admin review queue, row-level database security, and API rate limiting.
- Demo walkthrough:** <https://www.loom.com/share/a39ecfe31d654bd49cca0c763cc88d00>

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>

RevOps Health Scorecard — Next.js · Weighted scoring engine · Report generation

- Free diagnostic for B2B SaaS ops leaders. 18 questions across 6 pillars — churn signal tracking, SLA discipline, automation maturity, renewal motion — benchmarked against latest industry data. Returns a weighted score, pillar breakdown, and a shareable report with three prioritised fixes.
- Live at:** <https://getrevscore.vercel.app/>

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 – June 2026

- 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