# Nishita Jain

## Renewals Manager

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## ABOUT

B2B SaaS professional with nearly five years of experience in renewals and account management across Banking, Logistics, and Healthcare. Skilled in retention and growing existing accounts, with a foundation in the full client lifecycle from first pitch through onboarding, adoption, and renewal. Strong cross-functional partner to Sales, Customer Success, Legal, and Finance teams.

## PROFESSIONAL EXPERIENCE

**Renewals Manager** Feb 2025 – Mar 2026 | Remote
*Entrust*

- Managed renewals for 500+ B2B accounts across US and EMEA on a consumption-based model, achieving 85% renewal rate and 80% logo retention.
- Monitored usage and consumption signals to flag renewal risk early and improve forecast accuracy, segmenting accounts by region, size, and risk to prioritize engagement.
- Built targeted outreach cadences (emails, QBRs, enablement) with Sales and CS to reduce churn risk and lift adoption.
- Served as primary liaison between customers and Legal in multi-round negotiations, balancing retention and compliance.
- Segmented accounts by region, size, and risk to prioritize engagement and improve forecast accuracy.
- Partnered across Sales, CS, Legal, and Finance to streamline contract processes end to end.

**Assistant Manager - Client Account Management** Jun 2021 – Jan 2025 | Bangalore, India
*Fiorano Software Technologies Pvt Ltd*

- Managed 100+ accounts across US, EMEA and APAC regions and annual renewals; sustained 95% logo retention.
- Drove upsell and cross-sell with Sales and Product, delivering 20% account expansion.
- Led a licensing audit that surfaced a discrepancy in a key account; partnered with leadership and the client on a staged resolution securing $1M+ while retaining the relationship.
- Owned full pre-sales cycle for MEA, prospecting through RFPs/RFIs, building proposals matched to client needs.
- Managed channel and technology partner relationships to extend reach and grow accounts.
- Ran onboarding, solution walkthroughs, and QBRs with senior stakeholders to drive adoption and inform strategy.

## SKILLS

**CRM and CS Tools** — Salesforce, Hubspot, Zoho, Gainsight

**Data Visualization Tools** — Tableau, Power BI, Microsoft Office, Advanced Excel

**AI and Tooling** — Claude Code (agentic workflows, custom routines)

## EDUCATION

**MBA - Marketing** Jun 2019 – May 2021
*BIMHRD, Sri Balaji University, Maharashtra, India*

**BCom(Hons.)** Apr 2016 – Apr 2019
*Prestige Institute of Management and Research, Madhya Pradesh, India*

## CERTIFICATIONS

- Advanced Excel Certification
- Command of the Message® Professional Certification
- Business Analysis Fundamentals ECBA endorsed