

Gautam Parab

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PROFESSIONAL PROFILE

Innovative and results-driven Data Analytics Architect and Leader with over 16 years of experience in Business Intelligence and Analytics, specializing in AI-driven data platforms and modern analytics solutions. A founding member of the Customer Success team at ThoughtSpot, I've led high-impact initiatives across 100+ customers, delivering on \$40M+ ACV while securing major renewals and expansions with industry leaders like Apple, AbbVie-Allergan, and Snowflake. Known for strategic vision and technical depth, I have driven critical product feature decisions, pioneering the first ChatGPT integration and consulting on AI-based in-app support. With a track record of award-winning performance and a strong passion for selfless excellence, zero churn, and scalable growth, I am committed to transforming data experiences and empowering organizations through AI-powered analytics.

- Currently leading a team of Architects and Engineers dedicated to delivering data analytics solutions through AI-driven data platforms.
- As a founding member of the Customer Success team, I've been deployed into high-value accounts and have navigated through multiple Customer Success leadership roles.
- Engaged in numerous tactical and strategic product feature decisions, including strategic initiatives to adopt and advance ThoughtSpot Cloud.
- Managed over 100 customers in various capacities, contributing to the turnaround of several "red" or churn-risk customers to renew and expand them successfully.
 - Strategic customers - Apple, Abbvie - Allergan, Snowflake, Baker Hughes, Randa - Haggard
 - Portfolio size: approx. 40MM+ ACV
- *Awards received:*
 - Best North America Customer Success Architect
 - Presidents Club Award
 - CSM of the Quarter
 - Highest Beyond Data Conference Registrations (2 consecutive years)
- Developed ThoughtSpot's first ChatGPT integration and provided consulting for ChatIQ, an AI support agent for in-app support within Intercom
- Over 10 years of experience in the data and analytics market and competitive landscape.

SKILLS & QUALIFICATIONS

Computer:	<i>Databases / ERPs:</i>	Snowflake, MS SQL Server, MySQL, Hadoop Hive, SAP BW, Oracle, Redshift, Databricks, Falcon (TS Native database)
	<i>Business Intelligence:</i>	ThoughtSpot Software and Cloud, QlikView, Qlik Sense, Mode, Power BI, Tableau, Birst, SAP BI, SSRS/AS, NPrinting, QlikMaps, Lexalytics, Microstrategy, Sigma
	<i>ETL ELT / DM:</i>	Alteryx, Informatica, T-SQL, SSIS, Erwin, TQL, dbt, Fivetran
	<i>Operating Systems:</i>	Windows, Windows Server, UNIX, and Macintosh
	<i>Programming:</i>	Python, C, C#/.NET, PL/SQL, HTML/CSS, XML, PHP, R, Shell scripting, Web 3.0
		Solidity, Open AI APIs
	<i>Software:</i>	Salesforce, Vivun, Arena (Stochastics/Simulation), Minitab
	<i>Clouds:</i>	Azure, AWS, GCP
Certifications		
:	▪ ThoughtSpot Professional, Cloud Architect, Administrator ▪ QlikView Trainer, Developer, Designer, Server Administrator, Accredited Technical Contact ▪ Power BI Certificate (DAT207x) ▪ Microsoft Certified Professional ▪ Snowflake, Hands-On Essentials	

WORK EXPERIENCE

ThoughtSpot, Dallas, TX

April 2018 – Present

Manager, Customer Success (East Region) August 2024 – Present

- Leading a team of Customer Success Architects and Customer Success Engineers focused on renewals and expansion of AI-driven initiatives across ThoughtSpot's East territory in North America.
- Overseeing post-sales strategies for tens of millions of ACV, ensuring customer retention, growth, and satisfaction through effective account management and proactive solution delivery.
- Developing and implementing data and AI strategies tailored to customer needs, guiding the team in executing initiatives that drive tangible value, optimize data usage, and support customers' long-term success with ThoughtSpot.
- Achieved a 99.5% Gross Annualized Target Renewal (ATR) and a 110.5% Net ATR, demonstrating strong renewal and expansion performance.

Senior Technical Architect January 2023 – July 2024

- Designed and implemented complex technical solutions within the modern analytics ecosystem, leveraging ThoughtSpot, Mode, and complementary data technologies to address diverse business challenges.
- Conducted detailed use case reviews to ensure optimal alignment with ThoughtSpot's capabilities, enhancing technical performance and user experience to achieve high-impact results.
- Established and refined processes for both internal and customer-facing teams to drive successful ThoughtSpot platform implementations, ensuring adherence to best practices within existing BI and analytics landscapes.

Customer Success Manager November 2019 – January 2023

- Served as a dedicated account partner, fostering sustainable growth of the ThoughtSpot platform within customer organizations by driving adoption, satisfaction, and ongoing engagement.
- Collaborated closely with customer technical and business teams to identify and implement high-impact use cases, promoting adoption and expanding ThoughtSpot's value across various departments.
- Acted as the "voice of the customer," gathering insights and providing feedback to internal product teams to inform product development and enhance platform features based on real-world customer needs.
- Delivered 100% Gross Retention Rate (GRR) and 125% Net Retention Rate (NRR), showcasing exceptional renewal and expansion success.

Customer Success Architect April 2018 – Oct 2019

- Led and managed cross-functional teams of internal and external stakeholders, driving successful implementation of the ThoughtSpot platform to align with industry best practices within customers' existing BI and analytics environments.
- Partnered with customer business leaders to identify high-impact, data-centric use cases well-suited for ThoughtSpot's AI-powered analytics capabilities, enhancing data-driven decision-making.
- Built and empowered customer teams with technical and business expertise, ensuring they can sustain and evolve the ThoughtSpot platform through ongoing and future analytics initiatives.

EPE Innovations, Dallas, TX

April 2016 – March

2018

Team Lead (Managing Consultant, Tax Technology – PwC)

- Led and managed a team of 10+ developers, designers, QA specialists, and administrators across multiple workstreams, delivering complex tax technology projects for clients like Carlisle and BlackRock. Cultivated a collaborative, high-performance environment that enabled innovative tax compliance data and analytics solutions.
- Served as lead architect for advanced ETL processes, dimensional modeling, and data visualization projects using Qlik, SSRS, Power BI, and JavaScript-based web charts. Designed and implemented data solutions that streamlined tax reporting and compliance, supporting clients in navigating complex tax landscapes.
- Specialized in tax technology and international tax treaties, helping clients optimize their tax strategy and maintain compliance with global regulations such as OECD Transfer Pricing Guidelines. Leveraged advanced tax tools to enhance data accuracy, compliance, and reporting efficiency, contributing to PwC's leadership in tax technology.
- Collaborated closely with PwC Directors and Partners to align technical solutions with client needs and industry standards. Delivered tailored tax technology solutions that addressed unique challenges, driving measurable improvements in tax function performance for high-profile clients.

Senior Consultant (Lead Solutions Architect / Delivery Manager)

- A strategic leader in business intelligence and Qlik solutions with a hands-on approach to data strategy, analytics architecture, and project delivery. As a Senior Consultant at Analytics8, I played a pivotal role in transforming data into actionable insights for clients, driving measurable improvements in operational efficiency, decision-making, and business performance.
- Directed the end-to-end delivery of data analytics solutions across 20+ customer accounts, ensuring seamless execution and alignment with client objectives. Accountable for planning, scoping, and budgeting, consistently delivering on-time, within-budget projects.
- Acted as a BI strategist and architect, crafting data-driven roadmaps tailored to each client's industry and specific challenges. Developed scalable, sustainable analytics frameworks designed to evolve with the clients' growing data needs.
- Fostered strong client relationships through effective communication, detailed project updates, and strategic guidance. Collaborated closely with key stakeholders to understand business requirements, address concerns, and demonstrate the tangible impact of analytics solutions.
- Delivered customized BI solutions to drive operational efficiency and data-driven decision-making across various sectors:
 - **Retail:** Enabled inventory and pricing optimization through detailed retail data insights.
 - **Manufacturing:** Streamlined production oversight with analytics solutions, enhancing process efficiency.
 - **Mining:** Improved decision-making with enhanced operational data visibility.
 - **Telecom:** Strengthened infrastructure planning with critical telecom insights.
 - **Healthcare:** Supported patient care and operational workflows with integrated healthcare analytics.
 - **Supply Chain:** Advanced sales and inventory analytics to drive growth in supply management.
 - **Travel:** Enhanced customer engagement through travel and customer data insights.
 - **Defense:** Provided secure, tailored analytics to meet defense data requirements.
 - **Clinical Services:** Improved service delivery in clinical settings through integrated healthcare analytics.
- Leveraged expertise in Qlik and other BI tools to implement robust, high-performance data environments. Guided clients through platform selection, data migration, and integration with existing systems to maximize the impact of their analytics investments.
- Worked with internal and client teams, including data engineers, analysts, and executive sponsors, to ensure a cohesive and aligned project approach. Led technical workshops, provided hands-on support, and trained client teams to empower self-service BI adoption.
- Consistently recognized for excellence in client satisfaction, project management, and strategic impact.
- Drove high-value projects that improved data maturity, enhancing clients' long-term analytics capabilities.
- Developed reusable frameworks and best practices that contributed to the ongoing success and scalability of Analytics8's consulting offerings.
- Led in-person instructor courses for the Qlik suite of products at Qlik's Dallas, Texas, accredited training center.

Sr. Data Analyst (Analytics and BI)

- Led a comprehensive collections analytics initiative at Firstsource Advantage, delivering a 3x increase in collection success rates through a robust, data-driven, probability-based ranking system. This project leveraged predictive modeling (logistic regression and decision trees) to assess the likelihood of successful collections, using critical indicators like credit score, promise-to-pay commitments, last known salary, and recent contact history.
 - Developed an extensive data pipeline that consolidated both static (e.g., demographic, credit score) and dynamic (e.g., recent contact, payment history) data, establishing a unified view of each account within a centralized data warehouse—Integrated LexisNexis for skip tracing to ensure data accuracy and enhance debtor tracking for hard-to-locate individuals.
 - Designed a scoring model that continuously recalculated collection probabilities based on real-time data updates, such as refreshed credit information or new payment commitments. This adaptive scoring enabled collectors to focus on accounts with the highest recovery likelihood at any given moment.
 - Applied advanced statistical analyses, including survival analysis, to identify patterns in repayment timelines and optimize contact frequency and timing. Built QlikView dashboards that displayed actionable insights and ranked accounts by collection probability, significantly improving the productivity and precision of collection efforts.
 - The solution boosted collection rates by 3x and reduced resolution times by 25%, providing measurable value across stakeholders. Banks saw reduced charge-offs, collectors experienced enhanced efficiency, and individuals in

debt received more focused, timely support. This data-driven approach transformed the collections process, setting a new standard for collections strategy through predictive analytics and real-time insights.

- Managed enterprise data and reporting architecture for US and India debt collection centers, optimizing data flow and analytics for enhanced operational performance.
- Successfully led multiple end-to-end BI report and dashboard development projects using QlikView and the Microsoft BI stack, delivering actionable insights for improved decision-making.
- Contributed to operations research, management, and Six Sigma initiatives by providing critical analytics and statistical insights, supporting process improvements, and promoting quality control.

Industrial and Systems Engineering Department, SUNY Buffalo
2011

January 2010 – February

Student – Researcher

- Conducted research in Simulation and Stochastic models, focusing on optimizing airport security systems.
- Published a thesis titled 'Optimization of an Airport Security Selectee Lane System Using Simulation.'
- Co-authored a paper for the European Journal of Operational Research (EJOR) with professors from the Research Institute for Safety and Security in Transportation.
 - The proposed simulation-based Selectee Lane queuing design framework aims to enhance airport security screening efficiency and accuracy. This approach assigns passengers from various risk classes based on real-time lane occupancy by effectively utilizing the Selectee Lane, which is often underutilized. This method increases the probability of **accurately identifying high-risk passengers, or "true alarms," by over 4% compared to current practices.** Through a case study, the framework demonstrated the potential for improved security outcomes with minimal impact on processing times, ultimately leading to safer air travel, more efficient resource use, and optimized screening procedures that balance risk and efficiency.

University Communications, SUNY Buffalo
2010

January 2010 – May

Student Assistant (Web developer)

- Developed and maintained web pages for the buffalo.edu website, ensuring consistent design, functionality, and user experience. Collaborated with stakeholders to update content, implement new features, and optimize site performance, enhancing the online presence and accessibility for the university community.

Tata Consultancy Services, Mumbai, India
2009

November 2007 – July

Assistant Systems Engineer

- **State Bank of India:** Served as an Implementation Support Engineer at the State Bank of India's (SBI) core banking data center, focusing on integrating SBI's seven associate banks, managing change requests on a UNIX/SQL-based platform, developing and deploying PL/SQL scripts for essential data corrections, and utilizing UNIX shell scripting to optimize and balance server processes. This role was pivotal in ensuring seamless data integration and system performance during one of the largest centralized core banking implementations globally.
- **Motorola:** Project Lead (PL) for developing and implementing Product Lifecycle Management (PLM) systems at Motorola, streamlining product development processes and ensuring efficient collaboration across teams. Oversaw all aspects of the PLM deployment, from requirements gathering to system integration, resulting in enhanced product tracking, lifecycle efficiency, and alignment with Motorola's innovation goals.

Goa Web Enterprises, Goa, India
2007

January 2006 – December

Founder / CEO

- Built and managed GoaBlog.org, a profitable blogging business spotlighting Goa, India's culture, attractions, and lifestyle. Grew audience engagement and monetized content effectively through Google AdSense, driving sustained revenue and traffic.
- Provided tailored web development and SEO services to local businesses, enhancing their online presence, optimizing website performance, and driving increased visibility and customer engagement through strategic content and search engine best practices.
- Collaborated with global affiliate networks to implement targeted campaigns, increasing website traffic and maximizing revenue through strategic partnerships and performance-driven marketing approaches.

State University of New York at Buffalo
M.S., Industrial and Systems Engineering, GPA 3.96
2009 – 2010

Goa University
B.Eng., Mechanical Engineering, GPA 3.5 (equivalent)
2003 – 2007

PUBLICATIONS

X. Nie, G. Parab, R. Batta, and L. Lin, “Simulation-Based Selectee Lane Queueing Design for Passenger Checkpoint Screening,” *European Journal of Operational Research*, Vol. 219, No. 1, (2012), pp. 146-155.

Optimization of an airport security selectee lane system using simulation
by Parab, Gautam, M.S., STATE UNIVERSITY OF NEW YORK AT BUFFALO, 2011, 56 pages; 1488938 (ProQuest)

G. Parab, “Manufacturing 4.0: AI-Driven Analytics for Predictive Maintenance,” *International Journal for Multidisciplinary Research (IJFMR)* Volume 6, Issue 6, Nov-Dec 2024

G. Parab, “AI in Healthcare Analytics: Transforming Patient Care and Operational Efficiency,” *International Journal of Computer Engineering and Technology (IJCET)* Volume 15, Issue 6, Nov-Dec 2024, pp.1539-1546

G. Parab, “Agentic AI in Data Analytics: Transforming Autonomous Insights and Decision-Making,” *International Journal of Scientific Research in Computer Science, Engineering and Information Technology* Volume 10, Issue 6, Nov-Dec 2024, pp. 1752 - 1759

G. Parab, “AI-Driven Personalization in Retail Analytics: Transforming Customer Experiences,” *International Journal of Research in Computer Applications and Information Technology (IJRCAIT)* Volume 7, Issue 2, July-Dec 2024, pp. 2387-2396