

ASHISH MATHEW VARGHESE

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SUMMARY

Proven leader in revenue and customer success enablement, adept in strategic planning and team management. Spearheaded initiatives contributing to a 40% ACV increase and enhanced team productivity by 5x. Expertise in program development and leveraging enablement tech-stack, significantly boosting engagement and operational efficiency.

CORE COMPETENCIES

- Strategic Planning and Execution
- Leadership and Team Management
- Program Development and Management
- Cross-Functional Collaboration
- Performance Monitoring and Analytics
- Change Management and Adaptability
- Enablement Tech-stack acumen

WORK EXPERIENCE

Manager II, Global Revenue Enablement

December 23 – Present

- Produced 200+ hours of enablement content, contributing to a 40% increase in ACV through strategic learning initiatives.
- Boosted productivity 5x by establishing performance metrics and benchmarks aligned with business goals.
- Developed product enablement roadmap tied to product evolution, increasing enterprise training engagement by 6x.
- Optimized vendor partnerships, reducing costs by 80% and enhancing scalability.
- Correlated enablement initiatives to revenue metrics, ensuring measurable ROI and business impact.
- Led 32 tailored SKO sessions, using practical engagement strategies to elevate seller performance.
- Drove product adoption through certification, badging, and gamification programs, enhancing training consumption.

Manager II, Customer Success Enablement

May 2022 – Dec 2023

- Designed global learning programs that accelerated new support engineer proficiency by 50%, driving significant operational gains and customer satisfaction.
- Boosted team productivity 4x through innovative restructuring, leveraging AI and a decentralized content delivery model.
- Partnered with IT to implement scalable systems, reducing enablement platform costs by 80%.
- Developed training programs, enhancing engagement, product adoption, and retention, and directly correlating activities to Support KPIs.
- Streamlined training access and awareness, achieving a 3x increase in enterprise customer engagement.
- Utilized AI across training production stages to provide data-driven insights and enhance program effectiveness.

Lead Enablement Program Manager

March 2019 – May 2022

- Defined KPIs with leadership and built impactful learning paths for multiple Customer Success roles and reduced time to production by 35%
- Developed systems to measure enablement, increasing consumption by 40%.
- Achieved 1:2000 reuse ratio for every training content produced
- Leveraged analytics and BI for progress monitoring and strategic adjustments. Produced quarterly videos to enhance organizational awareness.

Multiple

2007 - 2019

Led a team of instructional designers at BethEL Creations LLC, delivering engaging eLearning and instructor-led training aligned with organizational goals, driving a 3x improvement in engagement. Creative Media Designer and Multimedia Producer for GNPI and MultiMedia Mktg. to develop training content and media for international teams, transportation, government agencies, and nonprofits. Achieved a proven track record in leadership development and performance management, enhancing team productivity by 3x.

EDUCATION

Central India Film & Television Institute, Nagpur | BA | Digital Movie Making and Editing · (1999 - 2001)

Shells Advertising Institute, Nagpur | Associates | Advertising and Communication · (2001 - 2002)

Institute of Communication, FEBA, Bangalore | Associates | Communications · (2002)