

Srilekha R.

Customer Success & Operations Leader

Alameda, CA, United States | [LinkedIn](#)

Operations leader with 10 years across hardware-tech, aviation and AI. I've built functions from the ground up, scaled through hypergrowth, and run CS and Ops like a well-oiled machine.

Comfortable with ambiguity and happiest when I can see the impact of what I build.

EXPERIENCE

Customer Operations XNODE Inc.	Jan 2026 — Present
AI Product Manager Dassault Systèmes	May 2025 — Dec 2025 <i>Waltham, Massachusetts, United States</i>
Head of Customer Operations Yulu	Apr 2021 — Jul 2023 <i>Bengaluru, Karnataka, India</i>
Founding Customer Success Manager Yulu	Feb 2019 — Mar 2021 <i>Bengaluru, Karnataka, India</i>
Customer Operations Manager Emirates	Sep 2017 — Jan 2019 <i>Dubai, United Arab Emirates</i>
Customer Success Specialist Emirates	Sep 2015 — Aug 2017 <i>Dubai, United Arab Emirates</i>
Customer Operations Analyst Emirates	May 2013 — Aug 2015 <i>Dubai, Dubai, United Arab Emirates</i>

EDUCATION

Babson F.W. Olin Graduate School of Business <i>Master of Business Administration - MBA in Business Analytics and Machine Learning</i> Dean's Scholarship Recipient	Sep 2023 — May 2025
Coventry University <i>Bachelor of Arts - BA in Business Administration and Management, General</i> Grade: Graduated with Honours	

PROJECTS

IBM - Corporate Social Innovation
Externship

CERTIFICATIONS

Build Your Own Chatbot , IBM	Dec 2022
CS50 Introduction to Programming with Python , Harvard University	Dec 2022
Fundamentals of Digital Marketing , Google Digital Garage	Dec 2022
Introduction to Mathematical Thinking , Stanford Online	Dec 2022
Chancellors Award for Academic Excellence , Coventry University	
Vice Presidents Najm Award , Divisional Vice-President	
Certified First Responder/ Emergency , Dubai Corporation for Ambulance Services	
Google Analytics Certification , Google	

SKILLS

Communication Training · Customer Journeys · Customer Engagement · Usage Analysis · Cross-Selling · Strategy Implementation · Upselling · Key Performance Indicators · Business · Business Administration · Revenue Operations · Financial Modeling · Consultation · Go-to-Market Strategy · AI CHATBOT · Automation · Prompt Engineering · Cross-functional Team Leadership · Leadership Development · Customer Experience · Customer Operations · Operations Leader · AI Agent · Customer Support · Operations · Business Relationship Management · Machine

Learning · AI Agents · Customer Onboarding · Artificial Intelligence (AI) · Python (Programming Language) · R · Machine Learning Algorithms · Customer Journey Mapping · Market Research · Customer Success · Product Operations · Implementation Plans · Qualitative Analysis · Corporate Strategy · Confidentiality · Financial Analysis · Education/Training · Presentations · Technology Research · SQL · User Interviews · Qualitative Data · Expert Communicator · Consumer Behavior