

PRIYA NIGAM, PMP

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PROFESSIONAL SERVICES & ENTERPRISE SAAS TRANSFORMATION EXECUTIVE

Builds Professional Services Engines That Convert Delivery Into Recurring Revenue

Enterprise Professional Services and SaaS transformation executive built to convert delivery organizations into scalable commercial engines. Authority across recurring services, enterprise implementations, customer retention, operating model design, and global partner ecosystems. Proven force behind faster time to value, stronger services attach, disciplined forecasting, and tighter alignment across Sales, Product, Customer Success, and Delivery. Board ready operator combining strategic vision, execution rigor, and executive influence to accelerate growth, protect revenue, and institutionalize performance.

**Professional Services Leadership • Enterprise SaaS Delivery • Services Monetization • Revenue Growth Strategy
Recurring Revenue Strategy • Customer Success & Retention • Delivery Transformation • Partner Ecosystem Development
Global Team Leadership • Enterprise Implementations • Executive Stakeholder Engagement • Forecasting & Governance**

CAREER HIGHLIGHTS

- ✓ **Accelerated regional revenue from \$16.2M to \$22.8M and bookings from \$4.8M to \$9.1M** by scaling service delivery, tightening forecasting, and aligning Sales, Customer Success, and Professional Services around enterprise growth.
- ✓ **Doubled subscription revenue from \$5M to \$10M in one year** by converting transactional implementations into recurring service offerings, activating certified partners, and institutionalizing a land and expand delivery model.
- ✓ **Compressed enterprise deployments from 13 weeks to 6 weeks while sustaining 95% CSAT and 98% retention** by engineering global playbooks, governance standards, and onboarding frameworks that cut customer time to value by 50%.

PROFESSIONAL EXPERIENCE

NEXTHINK INC. | BOSTON, MA

2021 – 2026

Director, Professional Services, Engagement Director, Americas | 2023 – 2026

Promoted to command a 40 member Professional Services organization across the Americas and transform enterprise delivery into a stronger revenue, retention, and expansion engine. Directed SaaS implementations, subscription services, forecasting, partner strategy, and executive customer engagement for global and Fortune 100 accounts.

Selected Achievements & Impact:

- Expanded regional bookings from \$4.8M to \$9.1M and revenue from \$16.2M to \$22.8M from 2025 to 2026 by optimizing delivery capacity, growing subscription services, and activating strategic implementation partners.
- Converted Professional Services from a transactional implementation function into a recurring revenue business, launching subscription offerings that doubled annual subscription revenue from \$5M to \$10M.
- Ranked the organization first globally in Professional Services revenue while preserving 96% forecasting accuracy through disciplined pipeline reviews, resource planning, and delivery governance.
- Cut Engagement Manager onboarding from 6 months to 3 months and sustained 95% CSAT with 98% retention by standardizing scalable adoption, governance, and customer success frameworks.
- Built and launched a global Partner Program from the ground up, aligning vendors and subcontractors to expand direct professional services and increase revenue and profit margins by 30%.
- Spearheaded and led the enterprise “Land and Expand” initiative, aligning Sales, Customer Success, and Professional Services to accelerate complex sales cycles from 2 years to 9 months.

Principal Engagement Manager | 2022 – 2023

Elevated to lead complex enterprise SaaS portfolios and expand Professional Services revenue across a high growth Americas subregion. Served as executive advisor across presales strategy, solution design, implementation governance, and long range customer value creation.

Selected Achievements & Impact:

- Dominated global performance by generating the highest Professional Services revenue across 7 of 8 consecutive quarters through consultative account leadership, delivery expansion, and precise opportunity conversion.
- Sustained 95% customer satisfaction across complex enterprise portfolios by controlling delivery risk, executive communication, scope alignment, and measurable business outcomes.
- Influenced major SaaS pursuits and expansions by leading executive discovery, implementation strategy, requirements definition, and solution design across Sales, Product, and Customer Success.

Senior Engagement Manager | 2021 – 2022

Advanced to redesign enterprise delivery methodology and restore speed, consistency, and accountability across customer implementations. Owned consultative services strategy, Statements of Work, governance, risk, milestones, and executive reporting for complex SaaS programs.

Selected Achievements & Impact:

- Slashed implementation timelines 44% by creating a repeatable delivery methodology that strengthened operational efficiency, customer adoption, and enterprise deployment outcomes.
- Orchestrated complex engagements from discovery through launch by integrating scope control, risk mitigation, milestone governance, and customer reporting into one disciplined execution model.

SMARTRECRUITERS | SAN FRANCISCO, CA

2019 – 2021

Implementation Consultant

Recruited to direct the company's largest and most complex enterprise SaaS implementations across integrations, configuration, process redesign, and data migration. Partnered with customer executives and internal teams to convert recruiting strategy into scalable technology and adoption outcomes.

Selected Achievements & Impact:

- Delivered high complexity enterprise implementations by governing integrations, configuration, workflow optimization, stakeholder alignment, and major data migrations from discovery through launch.
- Created customer and partner certification programs that expanded implementation readiness, strengthened delivery consistency, and supported scalable ecosystem growth.
- Mentored junior consultants and advanced Hiring Success engagements by translating recruiting, retention, and adoption goals into executable transformation roadmaps.

ACRO SERVICE CORPORATION | LIVONIA, MI

2016 – 2019

Automation & Implementation Specialist

Tapped to modernize delivery operations, automate legacy workflows, and strengthen enterprise implementation capability across staffing technology environments. Directed solution design, deployment, training, governance, and support across ATS, CRM, and customized client platforms.

Selected Achievements & Impact:

- Established and led a 22 person offshore support organization that reduced field support tickets 42% through structured training, ticketing governance, escalation standards, and performance accountability.
- Eliminated costly paper based processes and cut divisional expenses 40% by converting Commercial Services operations to scalable technology enabled workflows completed in half the projected time.
- Modernized ATS and CRM implementation execution by governing solution design, deployment, optimization, enterprise training, and long term operational support.
- Achieved a 92% on time delivery rate across strategic initiatives by coordinating infrastructure, operations, technology, and business stakeholders around clear milestones and risk controls.
- Authored end to end RFP strategies supporting multimillion dollar enterprise and government MSP contracts within highly customized staffing and recruiting environments.

EARLIER EXPERIENCE

ASSOCIATE | ALLIANCE PARTNERS | CHEVY CHASE, MD

PROFESSIONAL DEVELOPMENT

AI Fluency: Framework & Foundations | Anthropic Academy • Accelerators Plan Management Program | New Level Work

EDUCATION & CERTIFICATIONS

Bachelor of Arts, Psychology | DENISON UNIVERSITY | GRANVILLE, OH

Project Management Professional, PMP • Lean Six Sigma Black Belt • Lean Six Sigma Green Belt

TECHNICAL SKILLS

Platforms: Digital Employee Experience Platforms • Applicant Tracking Systems • Customer Relationship Management Platforms • Customer Success Platforms

Delivery & Operations: Enterprise SaaS Implementations • Workflow Automation • Data Migration • Configuration Management • Project Governance

Commercial Analytics: Bookings Forecasting • Revenue Forecasting • Services Attach Analysis • Capacity Planning • KPI Dashboards

Methods & Documentation: Agile Delivery • Lean Six Sigma • Implementation Playbooks • Risk Management • Change Management • RFP and SOW Development