

Syed Shoaib Roshan H

Customer success and delivery lead for enterprise ESG programs

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Summary

I run enterprise sustainability customers end to end, from onboarding and data ingestion to audit-ready disclosures on hard external deadlines. Across 50+ enterprise touch points I have owned the stickiest delivery problems, including multi-country GHG ledgers, full Scope 3 inventories and transport emissions, and kept flagship accounts renewing and expanding. I turn repeat delivery into reusable playbooks and automation.

Key Strengths

- Owned delivery for high-value enterprise accounts across Customer Success and Professional Services.
- Shipped assurance-ready GHG inventories and disclosures against hard external audit deadlines.
- Turned repeat delivery into reusable playbooks and automation, cutting cycle times from weeks to days.
- A front-line partner to product: I feed real customer signal straight back into the roadmap.
- Comfortable across frameworks: IFRS S1/S2, GHG Protocol, GRI, BRSR, CSRD and TCFD.

Work Experience

Founder's Office Associate (promoted from ESG Solutions & Strategy Manager)

Credibl ESG (Climate-Tech SaaS) | Pune, India | 2025 to Present

- Promoted internally into the Founder's Office to own the commercial engine: the GTM motion, pre-sales and solutioning, and sales and partnerships enablement across global partners and customers.
- Built an RFP-response engine, demo narratives, commercial models and governance decks, cutting RFP turnaround from weeks to days and influencing \$100-150K of pipeline and closed business.
- Stood up partner and channel enablement across geographies with reusable collateral and joint go-to-market plays.
- Ran competitive analysis and benchmarking that shaped both go-to-market and the product roadmap.
- Supported founders on strategy and fundraising groundwork, including investor-ready materials and models.

ESG Solutions & Strategy Manager

Credibl ESG (Climate-Tech SaaS) | Pune, India | 2025

- Led product development sprints for AI-driven ESG modules that let users report IFRS S1 and S2 disclosures, spanning climate-risk assessments, value-chain mapping, and identifying and reporting climate risks and opportunities, in close collaboration with engineering and data science.
- Prioritised the roadmap from customer feedback and data insights, including interactive dashboards built with SQL and Power BI to visualise company-wide carbon footprints.
- Partnered with UX to rapidly prototype in Replit and Cursor, accelerating supplier-scoring and ESG benchmarking capabilities.
- Operated at the intersection of Customer Success, Professional Services and Product for high-priority, high-value clients, streamlining their data management and reporting.
- Contributed across sales and pre-sales workstreams, supporting cross-functional collaboration and client-focused solutions.

Chief of Staff

Oren (Climate-Tech SaaS) | Remote, India | Sep 2024 to Jan 2025

- Worked closely with founders to define product strategy and set the feature roadmap for an ESG analytics platform, and created low-fidelity wireframes for benchmarking and goal-tracking.
- Developed ESG supplier-scoring models informed by market research and client feedback, iterating continuously through customer feedback loops.
- Built a custom analytics and FAQ engine that streamlined internal knowledge sharing for Sales and Customer Success.
- Conducted competitor analysis and provided market insights that shaped product enhancements and go-to-market strategy.
- Supported founders in laying the groundwork for their fundraising initiatives.

Solutions & Strategy Associate

StepChange (Climate-Tech SaaS) | India | Nov 2023 to Sep 2024

- Developed sustainability and net-zero strategies for clients, running materiality analysis and life-cycle assessments.
- Built ESG metrics dashboards aligned with GRI, SASB, CDP and the UN SDG frameworks.
- Enhanced platform features by gathering user feedback and collaborating with the product team, boosting engagement in the ESG reporting product.

- Prepared advisory presentations and reports on regulatory requirements (EU CSRD, US SEC) and ESG best practice, turning technical insight into actionable client recommendations.

Associate Consultant

Draup (Talent Intelligence SaaS) | India | Nov 2022 to Nov 2023

- Delivered data-driven workforce-analytics solutions for enterprise clients, helping realise talent cost savings of up to 30% and driving process optimisation.
- Engineered custom SQL and Python scripts and built Power BI dashboards that synthesised complex datasets into actionable insight, reducing client time-to-value by 40%.
- Led iterative user testing to refine dashboard features from stakeholder feedback, contributing directly to the product-led growth of Draup's analytics offering.

Capabilities & Insights Analyst

McKinsey & Company (Consulting) | India | Jul 2021 to Nov 2022

- Supported energy-sector consulting teams with thorough primary and secondary research and custom Tableau dashboards that visualised market trends and project outcomes.
- Distilled complex research findings into concise, actionable insight for senior consultants, enabling data-driven recommendations for challenges in the upstream oil and gas industry.

Earlier Experience: Research and Internships

- Phoenix Medical Systems (Jan 2021 to Jul 2021): neonatal product development with the R&D, design and development teams, including solid modelling, surface modelling and detailing in CREO.
- Hindustan Aeronautics Limited, Foundry & Forge division (Jan 2020 to Jan 2021): researched the influence of alloying elements in the Mg-Zn-Zr-RE alloy series to enhance legacy casting systems and processes.
- GlaxoSmithKline Pharmaceuticals, Nashik (May 2019 to Jul 2019): led a minor project on failure analysis of racking systems using Finite Element Analysis (FEA).

Education

B.Tech, Mechanical Engineering, Amrita School of Engineering, Coimbatore. GPA 8.00/10 (2021). GMAT 725 (Focus Edition).

Certifications

- CFA Level 1, currently pursuing (CFA Institute)
- Sustainability & Climate Risk (GARP SCR), Nov 2024
- FSA Credential, Level 1 (Fundamentals of Sustainability Accounting)
- Certified ScrumMaster (CSM), Scrum Alliance, Jul 2022
- Lean Six Sigma Black Belt, Jul 2022

Technical Skills

SQL, Python, Power BI, Tableau, Metabase, FastAPI, Figma, Replit, Cursor, JIRA, HubSpot, Salesforce, Google Analytics, Microsoft Office, Data analysis, UX wireframing.

Frameworks: IFRS S1/S2 (ISSB), ASRS, TCFD, GHG Protocol, GRI, SASB, CDP, ESRS / CSRD, BRSR, Materiality & LCA, GARP SCR, FSA.

Interests

About 90,000 km motorcycling across India; writing, singing and guitar; stand-up comedy and improv; weekly teaching and community rehab and mental-health work.

If you need someone to own enterprise delivery and keep customers successful, let's talk.