

# Robert Smith

## Customer Success Manager II

### PERSONAL STATEMENT

Customer Success Manager position within an organization that can fully utilize my skills to achieve their business needs and objectives.

### WORK EXPERIENCE

#### **Customer Success Manager II** **Samanage - August 2015 - 2019**

##### *Responsibilities:*

- Work with current Samanage customers to sell additional software licensing to existing accounts, for IT Asset Management, IT Service Management, and Professional Services.
- Maintain book of business and develop relationships with over 100 current customers.
- Develop internal processes around QBRs, NPS surveys, and delivery of materials to enhance Customer Success with Samanage solution.
- Provide ongoing support for SaaS-based service desk and asset management solution on a per needed basis.
- Perform demonstrations of the product to additional departments within company and continue to expand account beyond IT to other departments in the company.
- Periodically contact current customers to ensure that they are completely successful with our ITSM and IT Asset Management software.
- Identify organizational processes and assist the customer with streamlining those processes by building them out in the application.

#### **Customer Success Manager** **ABC Corporation - 2014 - 2015**

##### *Responsibilities:*

- Consulted with enterprise clients to build, configure and manage data-driven event apps and SaaS products.
- Provided training on Doubledutchs custom CMS in person, remotely and through documentation authoring.
- Analyzed client UX feedback and drove rapid iterative product changes to address expanding customer needs.
- Tailored project management strategy based on clients knowledge, resources and industry opportunities.
- Provided onsite support to clients and diverse users at international events as large as 50,000 attendees.
- Oversaw app release schedules and milestones, often managing over a dozen projects simultaneously.
- This is Dummy Description data, Replace with job description relevant to your current role.

### **CONTACT DETAILS**

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Alabama  
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### **SKILLS**

Very Proficient In Using  
Standard Microsoft  
Office.

### **LANGUAGES**

English (Native)  
French (Professional)  
Spanish (Professional)

### **INTERESTS**

Climbing  
Snowboarding  
Cooking  
Reading

### **REFERENCES**

Reference - 1 (Company  
Name)  
Reference - 2 (Company  
Name)

## Education

Bachelor of Science in Communication - 2007(East Carolina University - Greenville, NC)

# ROBERT SMITH

## Customer Success Manager III

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Detail oriented and organized. Personable and articulate communicator; collaborative work style - Goal focused, ability to prioritize high volume workload, multitask, delegate, and work well under pressure.

## EXPERIENCE

### Customer Success Manager III

#### ABC Corporation - FEBRUARY 2008 - AUGUST 2013

- Collaborated with senior executives and government representatives to assess their strategic business needs and deliver actionable requirements.
- Developed and implemented an enterprise-wide strategic business process initiative that was successfully delivered to over 3000 personnel across 7 organizational divisions in Northern Iraq.
- Delivered Business Intelligence products to help customer realize a time saving of 75% by creating solutions and visualizations to suit their critical needs.
- Worked, as part of a team, on a \$5M contract proposal that was won to expand usage across multiple business verticals.
- Led over 75 projects implementing SaaS and client-server implementation projects at 6 remote locations.
- Taught analysts and leadership how to consistently leverage data, using tools and applications to optimally process information for critical decision-making.
- Implemented systems, projects, and enterprise business processes to ensure successful utilization of strategic vision of executive leadership.

### Customer Success Manager

#### ABC Corporation - 2007 - 2008

- Manage 160 home improvement professionals marketing platforms and day-to-day relationship with each client.
- Use consumer data, impeccable customer service skills, and maintain customer relationships, and track account progress and success.
- Work closely with the clients marketing budget and business goals to scale their investment in Porch.
- If issues with the marketing plan arise, develop a recommendation for resolution and problem solve on the spot to assure we meet client expectations and foster long-term partnerships.
- Communicate clearly and quickly with 25-40 clients per day.
- Balance many priorities at once, working independently while contributing to team goals, and always focusing on what creates the

best customer experience..

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## **EDUCATION**

- MBA in Executive MBA - 2013(Washington University in St. Louis - St. Louis, MO)

## **SKILLS**

Relationship Builder, Implements Best Practices, System Administrator/Support.

## Objective

Highly motivated team player focused on customer success. Trusted Adviser status with clients to effectively and efficiently deliver system implementations, adding value through collaboration across all levels of an organization. Results-oriented with strong analytical and problem solving skills, customer focused, and committed to the profitability of employer through customer satisfaction, retention and driving sales opportunities.

## Skills

Gainsight, Salesforce, Spanish, Customer Relationship Management, Sales.

## Work Experience

### Customer Success Manager I

**ABC Corporation** - April 2015 – May 2016

- Managed \$1.2MM of recurring revenue across 34 Enterprise, Mid Market, and Corporate customers.
- Achieved an average client satisfaction score of 9.5/10 via surveys at the conclusion of research projects c Achieved 85% client retention rate over 16 months.
- Owned each customers experience across the entire customer lifecycle, including onboarding, driving adoption, continual engagement, renewal, and expansion.
- Served as a strategic partner to customers by defining and monitoring success criteria with clients that related to their individual research & business goals.
- Drove agile customer research projects by managing researchers and internal resources.
- Partnered with UserTestings Sales, Research, and Product teams to develop a plan for integrating UserTesting with each clients core architecture.
- Proactively identify churn risk and strategically plan to eliminate/divert risk.

### Customer Success Manager

**Smarsh, Inc** - 2011 – 2015

- Managed long term client relationships from on-boarding and adoption to renewal by assisting in product setup, customizing implementations, and integrations to drive value recognition.
- Increased international Net Promoter Score (NPS) score by 30 points thru the evaluation and resolution of customer touch point strategies.
- Designed and implemented retention policies to reduce customer churn.
- Developed business opportunities from current customers by researching, identifying and determining strategic recommendations across products to fulfill customers business needs.
- Entrusted to be customer advocate by understanding their needs and coordinating closely with cross functional teams including technical support, marketing, accounting, and product development to improve the client experience.
- Q1 2016 Top Performer on Customer Success Manager (CSM) team for One Time Fee Revenue from purchased solutions of \$60,000..
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## Education

Bachelor of Arts in Studio Art - (State University of New York at Geneseo - Geneseo, NY)