

CUSTOMER SUCCESS MANAGER

Experienced Customer Success Manager skilled in aligning high performing teams to achieve business goals and generate revenue growth. Recognized as an inspirational business partner who promotes ideas, influences decisions, drives consensus and improves collaboration while motivating and mentoring cross-functional teams. Innovative business professional with significant career experience in cultivating relationships to support brand management initiatives.

AREAS OF EXPERTISE

Account Management, Relationship Management, Problem Solving, Marketing Strategy, Brand Awareness, Territory Management, Reporting & Documentation, Cross-functional Team Leadership, Recruiting & Onboarding, Coaching & Mentoring, Project Management, Emotional Intelligence, Budget Management, Advanced Written & Verbal Communication Skills

RELEVANT WORK EXPERIENCE

AWESOME PLACE TO WORK • Los Angeles, CA •

2011 – Present

CUSTOMER SUCCESS MANAGER

Built relationships with all levels within the organization and with external retail and grocery stakeholders throughout the territory to increase brand awareness, improve the footprint, and generate revenue.

- Managed 85 franchises throughout Washington, Oregon, and Nevada territories.
- Coached sales team **to improve sales processes which resulted in a 54% revenue increase** for FY 2019.
- Nationally recognized for using creative and unique displays that **exceeded company marketing initiatives by more than 32%**.
- **Remained open and adaptable to change while managing time under conflicting priorities on key projects, grand openings, and remodels.**
- Utilized **excellent partnership-building skills** to consult with a diverse population of store managers, buyers, and sales associates.

COFFEE IS BEST • Walnut Creek, CA •

2008 – 2011

CUSTOMER ENGAGER

Recognized as an excellent motivator, coach, and mentor to a diverse staff. Successfully performed various administrative activities such as recruiting and training staff, facilitating employee orientations, and creating flexible work schedules.

- **Consistently exceeded sales goals by a daily average of 10%** by ensuring proper shift coverage throughout the store and forecasting the staff and equipment arrangements needed **to increase service quality**.
- Demonstrated resilience to everyday workplace pressures by **personally addressing customer complaints and concerns**, using sound judgment and information gathered from customer interactions to recommend measures **for improving work procedures** and staff performance to enhance job safety.
- Supported personnel in **developing a robust customer-oriented environment** by conducting meetings and collaborating with staff on menu specials, store arrangements, and other related details.

ZZZ BOOTS, INC • Oakland, CA •

2005 – 2008

ACCOUNT SPECIALIST

Coordinated all aspects of finance, accounting, and information technology, including managing the daily scheduling and route optimization of employees' dispatch, materials inventory, and fleet maintenance. Performed personnel management activities such as hiring and firing staff, providing employee orientation and training, and monitoring employee performance.

- **Grew business and increased sales by 30% in 2006 and 40% in 2007** through setting attainable objectives and implementing effective marketing, advertisements, and customer relations management.