

Position: Customer Success Leader

Location: Westford, MA

Relocate: Yes No Possibly



CID#: 223018

EXECUTIVE CANDIDATE PROFILE

An energizing and authentic Customer Success Leader with 15+ years of client-facing experience delivering growth and profitability through empathetic and servant leadership. Defined Customer Success frameworks and managed accounts with multi-million-dollar ARR.

A proactive Engagement Practice Director who excels in selling services, delivering the right tools, resources, and support.

An innovative cross-functional team leader, who manages high-impact and matrixed teams with compassion and humility in an exemplary manner.

An unflappable problem solver, who juggles multiple lines of work simultaneously and works with confidence and ease in the most challenging, fast-paced environments.

Key Skills

Customer Success Strategy
SaaS Architecture Planning
DevOps
Agile Methodologies

Cloud (AWS & Hybrid)
Service, Sales & Strategy
Migration Strategies
Recruiting & Talent Management

Process Improvements
Incident Management
Customer Onboarding & Renewal
Expert Services & Enablement

■ Recognition / Achievements

- Awarded "Top 50 Customer Success Influential Pro" By Customer Success Café Newsletter.
- Champion of the customer-centric culture, responsible for building, leading, and scaling a high-calibre regional CSM and Engagement/Consulting teams (matrixed) from the ground up.
- Grew accounts in sales with large and complex pursuits and operationalized the regional service business(\$M+) from being the first hire in the region.
- Achiever of all five core AWS certifications at the Professional and Associate Levels

■ Education / Designations

- Master of Science in Library & Information Studies (MLIS)
- Master of Arts in American Studies (MA)
- Bachelor of Arts in English (BA)
- Certifications
 - Amazon Web Services
 - AWS Certified DevOps Engineer – Professional
 - AWS Certified Solutions Architect – Professional
- Pegasystems
 - Certified Lead System Architect
 - Certified Data Scientist