



Samuel Johnson

Enterprise Customer Success Manager

CONTACT

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United States, Stony Creek, VA

EDUCATION

2013 - 2017

Bachelor of Business Administration (BBA)

Stony Brook University, United States, New York

HOBBIES

- Bike riding
- Traveling

LANGUAGES

- German (fluent)

PROFESSIONAL SUMMARY

Seasoned Enterprise Customer Success Manager with experience in nurturing client relationships, optimizing customer experiences, and achieving revenue growth. Proven track record in leading cross-functional teams to deliver exceptional service and exceed client expectations. Skilled in SaaS platforms, strategic account management, and implementing customer success best practices.

EXPERIENCE

Enterprise Customer Success Manager 2021 - Now
TechSolutions Ltd., United States, Stony Creek, VA

- Manage a portfolio of enterprise-level clients, ensuring their success and satisfaction with TechSolutions' software solutions.
- Lead a team of 5 customer success representatives, providing guidance and support to ensure high-quality service delivery.
- Develop and implement tailored customer success plans aligned with clients' business objectives.
- Collaborate closely with sales, product development, and marketing teams to drive product adoption and identify upsell opportunities.

Customer Success Specialist 2017 - 2021
GlobalTech, United States, Stony Creek, VA

- Onboarded and trained new enterprise clients on software platforms, ensuring smooth implementation and user adoption.
- Acted as the primary point of contact for key accounts, resolving escalated issues and maintaining strong client relationships.
- Collaborated with the product development team to advocate for client needs and prioritize feature enhancements based on feedback.
- Implemented customer satisfaction surveys and analyzed feedback to continuously improve service delivery and client retention.

SKILLS

Customer Relationship Management	★★★★★
Strategic Account Management	★★★★★
Retention Strategies	★★★★★
Cross-functional Team Leadership	★★★★★
SaaS and Cloud Technologies	★★★★★
Contract Negotiation	★★★★★