

## Senior Customer Success Manager

### SKILLS

Strategic Planning  
Expert

Customer Retention & Growth  
Expert

Enterprise Account Management  
Expert

Cross-Functional Collaboration  
Expert

Data Analysis & Reporting  
Expert

Salesforce, Gainsight, HubSpot  
Expert

### LINKS

LinkedIn: /in/bryonthompson

### AWARDS



Customer Retention Excellence Award,  
Vanguard Tech Solutions (2021)



Top Performer, TechPioneers Inc. (2017)

### PROFESSIONAL SUMMARY

Experienced Senior Customer Success Manager with over 10 years of experience leading initiatives for enterprise clients. Proven track record of developing strategic relationships with key stakeholders and driving long-term retention and growth at major technology companies.

### EXPERIENCE

#### Senior Customer Success Manager

Vanguard Tech Solutions, New York, NY

July 2018 - Now

- Manage strategic relationships with 25+ high-value enterprise clients, resulting in a 30% increase in revenue through upselling and cross-selling initiatives.
- Develop and implement personalized success plans for each client, aligning with their business goals and objectives.
- Work closely with product, marketing, and sales teams to ensure customers' needs were met and expectations exceeded.
- Lead quarterly business reviews with senior executives, delivering insights on product adoption and customer satisfaction.
- Increase customer retention by 15% by proactively addressing issues and implementing solutions before escalations occurred.

#### Customer Success Manager

TechPioneers Inc., New York, NY

March 2015 - June 2018

- Developed tailored customer success strategies for mid-market clients, helping them optimize product use and improve overall business performance.
- Facilitated workshops and webinars on new product features, boosting adoption by 20%.
- Conducted in-depth analysis of customer health metrics, identifying areas of opportunity and minimizing churn.

### EDUCATION

Bachelor of Science in Business Administration, University of California, Berkeley

Graduated May 2014