

JESSICA CLAIRE

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 (555) 432-1000

 100 Montgomery St. 10th Floor

CAREER PROFILE

10+ years of experience in Customer Success, Account Management, & Consultative Sales. Excellent business knowledge in SaaS companies start-up to mid-level. Comprehensive experience in enterprise account management, reducing churn, increasing sales, streamlining sales processes, and redefining client experiences from a customer centric point of view.

Highlights:

- Promoted in < 6 months to solely manage Strategic Enterprise Accounts (Fortune 500 companies)
- Redesigned quarterly business review process & format that was implemented as the primary resource for AM & CSM teams company wide
- Built & Managed team of 10 Customer Success Reps < 2 years

LinkedIn Profile:

<https://www.linkedin.com/in/Jessica-Claire-ab940a33/>

SKILLS

- Consultative Sales
- Strong interpersonal communication
- Account planning & strategy
- Project Management
- Highly proficient in vast array of technology platforms

EDUCATION AND TRAINING

Santa Barbara City College
Santa Barbara, CA

Associate of Arts: Liberal Arts & Sciences

Santa Barbara Colleges of Law
Santa Barbara, CA

Law

EXPERIENCE

Infor - Consultant

Malvern, PA • 01/2022 - Current

- Consulted in areas of marketing, fundraising, operations, and infrastructure
- Collaborated with the leadership team to launch and scale new businesses
- Designed initial marketing collateral; content and brand identity
- Assisted in raising capital for new projects

Salesforce.Com, Inc. - Director, Business Development

Hillsboro, OR • 01/2015 - 09/2016

- Created and executed a success plans with senior stakeholders on key accounts; with a particular focus on business goals and value proposition awareness for the customer
- Collaborated closely with Product, Sales, and Marketing teams to ensure the customer-centric approach was holistic and synthesized
- Oversaw onboarding and implementation process for key accounts
- Built customer relationships that lead to renewals, upsell opportunities, and references; via my ability to identify, deliver and demonstrate a solution's value to customers
- Generated leads and capitalized on valuable business opportunities to bring in new company revenue and improve bottom line profit

Ispot.Tv, Inc. - Enterprise Account Manager/Customer Success Manager

New York, NY • 06/2012 - 11/2014

- Demonstrated success working with customers that held \$100k - \$1mm annual contract values
- Top revenue-generating Account/Customer Success Manager year over year
- Achieved 220% of personal quota
- Fostered relationships from a consultative perspective that lead to renewals, upsell opportunities, and references
- Conducted comprehensive QBRs to deliver continuous value and reduce churn
- Quarterbacked onboarding and implementation phases for new accounts
- Collaborated with customers to synthesize their business needs with our product roadmap
- Proven ability to work with multiple customers across many industries; Major enterprise account wins included Coty, Technicolor, Family Dollar Stores, Lionsgate Entertainment, Getty Images, & Audi of America

Honey's, Inc - Director, Customer Success

City, STATE • 01/2003 - 01/2008

- Hired and trained team of 10+ Customer Success Managers to support company's growth around a customer centric culture.
- Elevated team performance via strategic planning and coaching in areas of prospecting, sales and value-added presentations.
- Reviewed customer surveys and evaluations and made necessary adjustments to improve satisfaction.
- Increased repeat customer base by maintaining relationships with high-profile clients and effectively managing service issues.
- Established sales goals and strategies that contributed to increased growth in sales and profitability.