




FIKRET ALIMOV

I'm seasoned Onboarding and Customer Success strategist helping companies create and implement Onboarding and CS processes that provide value, secure renewals, and identify expansions.


In my spare time, I try to explain people why Customer Success is not the same as Customer Support...

CONTACT

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EXPERIENCE

SENIOR DIRECTOR OF ONBOARDING AND IMPLEMENTATIONS, CUSTOMER SUCCESS

Shelf | Sep, 2022 - Current

- Hired, trained, and managed a team of CS onboarding managers to ensure seamless and efficient client onboarding experience
- Implemented and optimized end-to-end onboarding processes to reduce time-to-value and improve customer satisfaction (CSAT).
- Implemented solutions to streamline implementation procedures which resulted in efficiency gains of over 2.5 weeks per project.
- Developed and managed customer success programs to drive product adoption, increase retention, and identify upsell opportunities.
- Designed and implemented partner enablement programs that led to fruitful cooperation and expansions.
- Collaborated closely with cross-functional teams, including sales, engineering, and SC, to shape short and long-term product roadmap.
- Leveraged data to design success frameworks and track KPIs to identify areas for improvement and implementing data-driven solutions.
- Developed and delivered training programs for internal teams and customers to drive product adoption and ensure a positive customer experience.

CUSTOMER SUCCESS MANAGER

Shelf | Feb, 2019 - Current

- Owned a portfolio of 50+ SMB, SME, and Enterprise accounts (Glovo, Herbalife, HelloFresh, HireRight, Pearson, John Deere, Gerber Life, Uplift, Meridian, Etraveli) throughout the entire lifecycle from kick offs to renewals and expansions, with \$4.2mm in ARR, comprising ~60% of the overall company revenue.
- Onboarded between 3 and 10 accounts of various sizes at a time with 100% Go-Live satisfaction rate across the board, including key areas, like NPS, CSAT, etc.
- Secured 100% renewal rate of core accounts, and an overall Net Revenue Retention of 127%.
- Partnered with customers to develop strategies to improve their business metrics, which resulted in increased productivity by 15% with a 10% cost savings.
- Worked cross functionally with the Engineering team to build a feature request processing flows to help shape the product roadmap.
- Worked with the marketing team to generate 11 case studies, collect >50 positive G2 reviews, increased the rating from 4.4 to 4.8 and moved us to the industry leaders quadrant.

SKILLS & TOOLS

AdWords
SEO fundamentals
Lead Generation
Content Marketing
Google Analytics Essential
Account Management
Customer Success
SaaS B2B
Team Management
Troubleshooting

Jira
Slack
Basecamp
Trello
Confluence
Intercom
G-suite
Zoom
Five9
Zoiper
Livechat
kBill
Hubspot
Infusionsoft
Autopilot
Mixpanel

LANGUAGES

Ukrainian | Native
Russian | Native
Crimean-Tatar | Native
English | Near-Native
Turkish | Intermediate
Italian | Intermediate

CUSTOMER SUCCESS & SALES MANAGER

CHEQROOM | Oct, 2018 - Dec 2018

- Research - communicate- qualify - follow-up - close - follow-up
- Conduct high-quality discovery and qualification calls
- Lead in-depth product demos and product webinars
- Learn the product in-and-out
- Proactively solve lead, prospect and customer issues by chat/ email/ call
- Improve VIP account management process/ content on a regular basis.

ACCOUNT MANAGER

Jetruby Agency | Feb, 2018 - Sep 2018

- Understanding whether client's needs match the product goal, making adjustments
- Keeping the big picture in focus for Client, CEO, Project Manager, and Team;
- Monitoring invoices processing (statuses), informing PM/CEO
- Assisting in troubleshooting with clients, negotiations
- Maintaining and improving a positive company image via testimonials, articles, etc.
- Gathering of client feedback for the team

CUSTOMER RELATIONS & PROJECT MANAGER

SK-group LTD | Jan, 2014 - Feb, 2018

- Resolved product and service problems by: clarifying the customer's complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting correction or adjustment, following up to ensure resolution.
- Managed large amounts of incoming calls, emails, chats
- Handled complaints, provided appropriate solutions and alternatives within the time limits and follow up to ensure resolution

CUSTOMER SUPPORT SPECIALIST

ZoomSupport Aug 2013 - Jan, 2014

- Resolved product and service problems
- Managed large amounts of incoming calls, emails, chats
- Handled complaints, provided appropriate solutions

EDUCATION

2018 | BACHELOR OF ARTS IN INTERNATIONAL RELATIONS

Ivan Franko National University of Lviv

2013 | HIGH SCHOOL DIPLOMA

Goodrich High School, Michigan, USA

2013 | GYMNASIUM DIPLOMA

Lviv Linguistic Gymnasium

2013 | HIGH SCHOOL

Crimean High School for Gifted Children