

Chris Rodgers

San Francisco, CA | chrisrodgers950@gmail.com

EDUCATION

University of California, Berkeley

Berkeley, CA

Bachelor of Science (B.S.), Environmental Economics and Policy

Graduation Date: May 2016

WORK EXPERIENCE

Dropbox

Los Angeles, CA

Senior Customer Success Manager

Apr 2020 - Present

- Conducted comprehensive product training sessions for over 100 customers, resulting in a 30% increase in product adoption and usage.
- Collaborated with cross-functional teams to develop customized use cases and best practices for customers' businesses, resulting in a 40% improvement in customer satisfaction scores.
- Implemented an onboarding program that reduced the time it takes for new customers to become proficient in using the product by 50%.
- Conducted Quarterly Business Reviews with 30+ customers, resulting in a 95% customer retention rate and an average increase in ROI of 20%.

Salesforce

San Francisco, CA

Customer Success Manager

May 2018 - Apr 2020

- Train and onboard customers on product features and suggest tailored use cases and best practices for customers' businesses
- Conduct Quarterly Business Reviews to align with customers' initiatives and ensure ROI using reports and analytics generated from Looker
- Liaison between customers and Product and Engineering teams to troubleshoot bugs, communicate customers' product feedback and insights, and provide technical knowledge for integrations-Run scripts to assist customers with setting up product features (Python)
- Collaborated with cross-functional teams to develop customized action plans for each customer based on their specific initiatives, leading to a 90% success rate in achieving customers' desired outcomes.
- Utilized Looker analytics platform to generate reports on customer usage and trends, resulting in increased upsell opportunities by 15% and improved customer satisfaction scores by 10%.

Oracle

San Francisco, CA

Account Relationship Manager

Jun 2016 - May 2018

- Provided Cloud-based business solutions to small, midsize, and enterprise companies (SaaS)
- Engaged with executives to understand company strategic initiatives and identify challenges within their organization
- Made recommendations on how to leverage the best and most suitable solutions to maximize growth and success, generating \$1.8B+ in yearly revenue• Assisted in the progression of deals through coordinating resources between customers, sales teams, solution consultants, and external implementation partners
- Collaborated with C-suite executives to gain comprehensive understanding of company strategic initiatives, resulting in the identification of 3 major challenges within their organization.
- Facilitated productive conversations with executives to gather feedback on implemented solutions, leading to a 95% satisfaction rate and improved relationship between company and clients.

Box

San Francisco, CA

Intern, Customer Success

May 2015 - Sep 2015

- Assessed customer satisfaction through conducting surveys and analyzing feedback, resulting in a 20% increase in overall customer happiness ratings.