

Richard Baker

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[LinkedIn](#) • Corinth, TX

Customer Relationship & Success Leader

Accomplished, innovative, and passionate Customer Success Management professional with a history of leading highly effective cross-functional account, marketing, and engineering teams to create products and services that exceed expectations. Extensive experience with project/product/program leadership in SaaS including large-scale partner-based management with an SMB portfolio. A demonstrated ability to grow the business by anticipating customer needs, proficiently analyzing business objectives, and providing the highest level of customer service and driving increased profitability and market share in a rapidly changing environment.

Qualifications Summary

- Software as a Service (SaaS)
- Cloud & E-Commerce
- Product Management
- Client Relationship Management
- Stakeholder Relationships
- Employee Engagement
- Cross Selling/Upselling/Renewals
- Product Marketing/Adoption
- Coaching, Mentoring, Training, & team development
- Project / Program Management
- Organizational Operations/Management
- Marketing Technologies
- Telecom-Networking Data Management
- Vendor Management
- Business Development
- Tech-savvy: Salesforce, MS Office Suite, Outlook, SFDC, Looker, OneSite

Career Experience

RealPage Utility Management, Corinth, TX

Feb 2020 – Present

Strategic Account Manager

Serves as the primary client contact and oversees a portfolio of 24 to 45 major accounts for Utility Management (water, sewer, natural gas, electricity) ensuring the highest quality of service delivery. Partners with other Utility Management departments, Sales, and Customer Service Advocates to coordinate efforts to most effectively meet client needs and resolve any outstanding issues. Drives departmental objectives and goals by strict adherence to well established Account Management Plans for all accounts. Authors, communicates, and presents directly to clients Monthly Performance Analysis and Yearly Business Reviews.

- *Consistently delivers outstanding customer service and communicates clearly with clients to strongly promote the business value that RealPage Utility Management provides to client organizations.*
- *Effectively identifies opportunities for clients to increase recovery, income, and other value-added service adoption.*

Kigo, Inc., a RealPage Company, Richardson, TX

Oct 2014 – Feb 2020

Senior Team Lead, USA Client Success, Account Manager III

Directed a motivated team of Account Managers acting as the Account Management Team Lead for US Regional Managers, Implementation Consultants, and Engineers delivering world class account management and product onboarding, as well as serving as the key point of contact for client issues, high priority requests, and escalations. Built and maintained strong, long-lasting relationships with clients and ensured the successful and timely delivery of business solutions that achieve customer needs and exceed expectations. Anticipated, understood, and quickly responded to the needs of clients to meet or exceed their expectations within the organizational resources and constraints. Drove clear communications on initiatives to all stakeholders by developing and delivering status and performance reporting (weekly, monthly, quarterly).

Collaboratively led cross-functionally across Operations, Sales, Engineering, Billing, Support, Business Development, Implementations, and Executive Management to institute best practices and establish SOPs. Established priorities, developed work schedules, tracked progress towards goals, executed training, monitored performance, provided coaching, and conducted performance reviews. Instituted Salesforce and monitored usage by leveraging reporting and dashboard capabilities. Created policies and procedures, monitored the performance of staff, ongoing staff coaching, and conducted performance reviews.

- *Achieved an all-time high in client Retention (#1 ranked) and had over one million Upsells (2018).*
- *Promoted strong employee engagement and a high-performance culture through cultivation of an environment for positive attitudes, individual growth, and excellence through accountability, encouragement, and empowerment.*

- Made clear and timely decisions to protect the best interests of the organization by assessing situations to accurately determine the importance, urgency, and risks involved.

Office Depot, Fort Worth, TX

Account Manager

Oct 2011 – Mar 2014

Delivered key account management expertise in the Fort Worth area for strategic Federal Government customers. Built strong business and customer relationships and drove sales growth of managed print services, office products, technology, and CBS. Guaranteed that prospective customers were familiar with Office Depot's experience and expertise in providing for the specific needs of Public Sector organizations.

- Proactively cultivated awareness and presence of Office Depot products and services with Federal Government accounts.

Waste Management, Dallas/Fort Worth, TX

Route Manager

Nov 2009 – May 2011

Oversaw driver activities and served as liaison between Waste Management and municipalities. Made delivery schedules, ensured resources required to accomplish activities were available, and collaborated with the Maintenance team on daily operational tasks. Assessed and audited daily documentation for route operations (e.g., driver time and attendance, open tickets), administered end-of-day check-ins, evaluated Driver Vehicle Inspection Reports (DVIR), service, safety, and equipment problems, and followed-up on any outstanding issues. Performed human resource management tasks including employee hiring, performance reviews, handling compensation issues, scheduling tasks, dealing with complaints, and making sure that all work complied with regulatory guidelines. Analyzed sales opportunities and followed up with customers.

- Effectively guaranteed services to customers met company standards and service level agreements.
- Regularly visited with customers at their locations to evaluate and resolve safety issues, identifying alternative service options as needed.

Additional Experience

Business Communications Manager , Redeeming Love Worship Center, Dallas/Fort Worth, TX	Jun 2004 - Nov 2009
Sales Manager , Saturn, Dallas/Fort Worth, TX	Nov 2001 - Jun 2004
ATM Product Marketing Manager , Genuity (Network Infrastructure), Irving, TX	Mar 1998 – Nov 2001
Project Manager , Verizon, Lewisville, TX	Feb 1999 – Nov 2001
Product Marketing Manager , GTE Communications, Lewisville, TX	Feb 1998 – Feb 1999
Sales & Marketing Consultant , CoServ Telecommunications, Lewisville, TX	Mar 1997 – Feb 1998
Software Marketing Manager , IBM, Phoenix, AZ and Dallas, TX	Apr 1988 – Mar 1997

Education

Coursework in Business and Corporate Communications, Dallas Baptist University	Dallas, TX
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Licenses & Certifications

Lead to Exceed, Real Page Management Training	2019
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Honors

One Million Upsells, Kigo	2019
Development Rep Dallas/Fort Worth Area, Office Depot	2014
Development Rep Territory, Office Depot	2013
Awards Territory, Office Depot	2012