
MATTHEW JONES

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PROFESSIONAL SUMMARY

An accomplished, proactive Global Customer Success Partner working in a SaaS environment, with exceptional communication skills, and the ability to develop excellent relationships with clients. Utilising a consultative approach to customer success, client goals are identified and achieved through clear planning and communication. A successful and positive leader with 16 years' experience in the UK education system, working with a wide range of high-level stakeholders on an international level. Highly skilled in delivering training, workshops and CPD to both internal staff and external partners, fostering collaboration and upskilling of clients. Possesses a customer-centric approach to solution driven strategies, employing vast experience and transferable skills from the education sector to support high levels of customer success. A highly motivated manager, who can successfully work using agile methodologies by organise and prioritise; even when working under extreme pressure and in fast-paced environments.

WORK HISTORY

Global Education Success Partner, 10/2021 – Present

UK Customer Success Partner, 03/2021 – 10/2021

Whizz Education, London (Remote)

- Working with a diverse global client base across Europe, Africa, and Asia. Owning and developing relationship with clients and partners which includes onboarding, project management, product enablement, increasing adoption, ensuring retention and high levels of customer satisfaction for 94 clients, valued around £1.1m ARR.
- Utilising a consultative approach to gain a comprehensive understanding of each client's objectives, challenges, and needs, enabling the development of tailored, solution-driven approaches.
- Driving commercial success by effectively managing renewals, upsells (currently 30k over last 12 months), and cross-sells, resulting in an impressive 98% renewal revenue rate internationally over the last 12 months (KPI target 85%)
- Employing Salesforce, a robust CRM system, to meticulously manage and record account information, ensuring accurate and up-to-date client profiles and interactions.
- Conducting impactful and engaging training sessions and presentations for both new and existing clients, ensuring their comprehension and utilisation of Whizz Education's Maths Whizz product.
- Fostering positive and enduring client relationships and partnerships, leveraging exceptional interpersonal skills and a keen understanding of customer satisfaction.
- Liaising with customer support and product team colleagues to resolve queries and requests from clients and partners. Monitoring customer health scores and pro-actively working to avoid churn.
- Staying abreast of industry trends, market developments, and product advancements, enabling the provision of informed recommendations and insights to clients.
- Analysing and synthesizing client data to support success and evidence impact.
- Collaborating cross-functionally with internal teams such as sales, marketing, and product development to address client needs and enhance the overall customer experience.

Vice Principal, 04/2019 – 03/2021

Salisbury Plain Academy, Wiltshire

- Spearheaded the design, implementation, and management of comprehensive whole-school systems and processes, including various curriculum areas such as Teaching and Learning, Assessment, English, and Science, ensuring a cohesive and high-quality educational experience.
- Assumed leadership responsibilities in the absence of the Principal, effectively guiding and supporting the school's staff and maintaining continuity in operations.
- Managed and allocated budgets for curriculum areas, ensuring optimal utilisation of resources while maintaining fiscal responsibility.

- Played a pivotal role in the recruitment and selection process, conducting interviews and hiring new teaching and support staff members, adhering to a fair and inclusive recruitment approach.
- Oversaw the entire process of whole school assessments, diligently monitoring and analysing data to inform educational strategies and interventions. Presented comprehensive reports to Governors and engaged with stakeholders in the wider education sector, contributing to evidence-based decision-making.
- Facilitated effective communication and relationships with parents through leading meetings, delivering informative presentations, writing blogs, and disseminating regular newsletters, fostering transparency and engagement within the school community.
- Held line management responsibility for a team of over 30 staff members, conducting regular performance reviews and providing ongoing support and guidance to foster their professional growth and development.
- Collaborated with colleagues and stakeholders to drive continuous improvement initiatives, promoting excellence in teaching and learning, and ensuring the overall success of the school.
- Maintained a strong and up-to-date understanding of educational policies, regulations, curriculum updates, and best practices, implementing them effectively within the school environment.
- Actively participated in professional development opportunities to enhance leadership skills and stay abreast of emerging trends and innovations in education.

Assistant Headteacher, 04/2014 – 04/2019

Church Crookham Junior School, Hampshire County Council

- Demonstrated expertise in designing and implementing the English curriculum, ensuring alignment with educational standards and the National Curriculum, engaging teaching methodologies, and the diverse needs of students.
- Assessed the impact and effectiveness of the curriculum as a whole, utilising data analysis and feedback mechanisms to inform instructional improvements and enhance student outcomes.
- Collaborated closely with the Headteacher, providing invaluable support in the day-to-day running of the school and assuming leadership responsibilities in her absence, ensuring continuity and effective management of operations.
- Undertook a comprehensive analysis of progress data, utilising a data-driven approach to identify trends, strengths, and areas for improvement. Implemented targeted strategies to enhance the overall performance of the school.
- Led the reporting process to governors, presenting comprehensive assessments of school performance, effectiveness, and areas for development. Provided strategic recommendations and updates to inform governance decisions and drive continuous improvement.
- Maintained teaching responsibilities across Key Stage 2, fostering positive and productive learning environments while directly contributing to student achievement and progress.
- Collaborated with colleagues, parents, and external stakeholders to develop and implement initiatives aimed at promoting student well-being, fostering a positive school culture, and supporting the school's vision and values.
- Actively participated in professional development opportunities, staying abreast of the latest research, best practices, and innovations in education, and incorporating them into teaching and leadership practices.
- Played a key role in promoting and implementing effective behavior management strategies, maintaining high standards of discipline, and creating a safe and inclusive learning environment for all students.

Class Teacher, Head of Year, and Senior Leader of Education, 09/2007 – 04/2017

South Farnham School, Surrey County Council

- Demonstrated exceptional leadership skills by managing a large team of 10 teachers and Learning Support Assistants, ensuring effective coordination of teaching and support across various year groups. Implemented strategies to foster collaboration, cohesion, and a positive working environment within the team.
- Planned and implemented a comprehensive PE curriculum for the entire school, delivering training sessions to school staff and creating support videos to assist less experienced teachers in delivering high-quality physical education lessons.
- Mentored several student teachers within the SCITT (School Centered Initial Teacher Training) program, providing guidance and support to help them develop their teaching skills and confidence.

- Supported Newly Qualified Teachers in their first year of teaching, offering valuable advice, resources, and mentorship to ensure their successful transition into the profession and promote their continued growth and development.
- Worked collaboratively with other schools as a Senior Leader of Education, serving as a mentor and providing partnership support to school staff. Offered guidance and expertise to improve teaching and learning practices, enhance school performance, and foster continuous improvement across the education community.
- Successfully completed the National Professional Qualification for Senior Leadership, acquiring advanced knowledge and skills in educational leadership and management. Additionally, completed the Senior Leader of Education program, further enhancing leadership and management capabilities, and professional development.
- Actively engaged in continuous professional growth by participating in relevant training, workshops, and conferences, staying updated with the latest educational research, policies, and best practices.
- Contributed to the strategic development and implementation of school-wide initiatives, collaborating with colleagues and stakeholders to improve educational outcomes, enhance student well-being, and promote an inclusive and supportive school culture.
- Maintained a class teaching commitment across Primary key stages, actively engaging with students and delivering high-quality instruction in alignment with curriculum standards and learning objectives.

SKILLS

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| • Exceptional communication & relational skills. | • Results driven mindset. |
| • Client & Partner relationship development. | • Skilled in CRM systems to manage & record accounts. |
| • Leadership, management, coaching and progression. | • Solution driven approaches |
| • Analysis, evaluation and reporting skills. | • Analytical & strategic problem solver. |
| • Onboarding & customer journey expert. | • Exceptional customer care & support. |

EDUCATION

Oxford Brookes University, 2006

PGCE (QTS): Primary Education

University of Hull, 2005

Bachelor of Science (with Honours): Psychology (2:1)

Tasker Milward School, 2002

A Levels: English Literature (B), Psychology (B), Biology (B)

Tasker Milward School, 2000

GCSEs: English Language (A), English Literature (A), Science (B,B), Maths (B), History (A), Geography (A), French (B), Design and Technology (B), Religious Education (B)

PROFESSIONAL QUALIFICATIONS

National College of Teaching and Leadership, 2014

Senior Leader of Education (SLE)

Department for Education, 2014

National Professional Qualification for Senior Leadership (NPQSL)

Adlerian Society UK Institute for Individual Psychology, 2021

Certificate in the Theory of Individual Psychology & Adlerian Counselling Skills