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MICHAEL ALVARADO

LEADER. ANALYTICAL THINKER. SOLUTION FOCUSED. FULL STACK SOFTWARE DEVELOPMENT PROFESSIONAL.

SKILLS

PEOPLE MANAGEMENT

- Team Management
- Mentorship
- Career Development
- Skills Development
- Performance Reviews
- Training & Education
- Change Management

RETENTION MANAGEMENT

- Strategic Account Planning
- Conflict Resolution
- Escalation Management
- Relationship Building
- Contract & Sales Support
- Contract Negotiation
- At-Risk Mitigation

OPERATIONS MANAGEMENT

- Project Planning & Strategy
- Best Practices Development
- Best Practices Implementation
- Goal Setting & Execution
- Project Reporting & Analysis
- Budget Management, P&L
- Decisive Decision Making

TECHNICAL SKILLS

- Windows & Mac OS
- HTML, JavaScript, jQuery
- GitHub, Visual Studio Code
- Tailwind CSS, Bootstrap CSS
- React, Node.js, Express.js
- SQL, MySQL, NoSQL
- Apollo, GraphQL, Heroku

EXPERIENCE

BRIGHTLY

MANAGER, CLIENT SUCCESS & RENEWALS | JUL 2021 – PRESENT

Managing a team of 5 Client Success Managers + 1 Team Lead & 4 Renewal Specialists + 1 Team Lead in the Client Success department, leading operational planning, driving client retention & renewals, and implementing best practices.

- Lead the Client Success team focused on client health, retention, and escalation management for 10,000+ clients, \$67M+ ARR, Renewals team focused on client renewals for 13,000+ clients, \$150M+ ARR
- Managed the Velocity & Renewals teams toward a 91.4% gross retention rate in 2021, 92.7% gross retention rate in 2022
- Led pilot of MYC Renewal contracts in Q4 2021, resulted in programmatic change in 2022 to lead with MYC renewals
- Hired and developed successful Client Success Managers and Renewals Specialists
- Established requirements, job description, and hired team of Migration Success Managers to manage transition of clients from legacy to go-forward products
- Led discovery, purchase, & implementation of ChurnZero as Client Success CRM in 2022-2023

SOCIAL SOLUTIONS

DIRECTOR, CLIENT SUCCESS | MAR 2020 – JUN 2021

Managed a team of 12 Client Success Managers & 2 Team Leads in the Client Success department, leading operational planning, client health management strategy, driving client retention & renewals, and implementing best practices.

- Led the team focused on client health, retention, and escalation management for 3,000+ clients, \$45M+ ARR
- Developed & reported on metrics for performance, tracked progress, and managed toward a 91% gross retention rate in 2020,
- Implemented technology and processes to streamline activities and improved the consistency of client outcomes
- Hired and developed successful Client Success Managers
- Implemented Client Operations Qualified Leads (COQLs) to help drive new revenue for Sales teams across existing accounts
- Integrated employees from acquisition to SSG systems, processes, and procedures
- Ensured clients derived value from their investments and fully leveraged SSG's products on an ongoing basis through usage tracking and engagement playbooks
- Rolled out new Client Engagement Score & refined NPS process to have better indicators of retention
- Met or exceeded retention targets for 10 consecutive quarters

MANAGER, CLIENT SUCCESS | JAN 2019 – MAR 2020

Managed a team of 7 Client Success Managers in the Client Success department, driving client retention & renewals, and implementing best practices.

- Developed & reported on metrics for performance and managed toward an 89% gross retention rate in 2019
- Assisted in the implementation of Gainsight playbooks and CTAs & pushed adoption among the CSMs
- Drove process optimization and efficiencies through automation
- Prepared & presented before Executive Leadership Team, progress of Renewals department during Quarterly Business Reviews

MANAGER, RENEWALS | SEP 2018 – JAN 2019

2018 Manager of the Year. Completed High Potential Leadership Program (HiPo), winning 3 of 5 sessions. Managed a team of 5 Renewal Specialists in the Renewals department, taking a solutions-oriented, consultative approach to client retention.

- Led team in the retention and growth of accounts toward an 87% gross retention rate in 2018
- Established 180-day renewal strategy for proactive client engagement to improve renewal rates
- Implemented best practices in revenue operations designed to increase predictability in account retention

ADDITIONAL EXPERIENCE

TEAM LEAD, RENEWALS | [Social Solutions](#). | Oct 2017 – Aug 2018

RENEWALS SPECIALIST | [Social Solutions](#). | Jan 2017 – Sep 2017

RENEWALS SPECIALIST (SLED) | [Accruent](#). | Jun 2015 – Jan 2017

EDUCATION

UNIVERSITY OF TEXAS AT AUSTIN

Certificate, Full Stack Web Development Bootcamp | Jan 2023

TEXAS STATE UNIVERSITY

Bachelor of Science, Computer Science | Dec 2016
Minor, Mathematics

AUSTIN COMMUNITY COLLEGE

Associate of Science, General Studies-Applied Science | May 2014