

MICHAEL ALVARADO

LEADER. ANALYTICAL THINKER. SOLUTION FOCUSED. CLIENT SUCCESS AND RETENTION MINDED PROFESSIONAL.

SKILLS

PEOPLE MANAGEMENT

- Team Management
- Mentorship & Career Development
- Team Meetings & 1-on-1s
- Skills Development
- Performance Reviews
- Training & Education

RETENTION MANAGEMENT

- Strategic Account Planning
- Renewal & Retention
- Conflict Resolution & Escalation Management
- Relationship Building
- Contract & Sales Support
- Contract Negotiation

OPERATIONS MANAGEMENT

- Project Planning & Strategy
- Best Practices Development & Implementation
- Goal Setting & Execution
- Project Reporting & Analysis
- Budget Management, P&L
- M&A Integration Management

TECHNICAL SKILLS

- Windows & Mac OS
- Microsoft Office Suite
- Salesforce, Gainsight
- Slack, Zoom, Adobe Cloud
- Salesloft, Outreach
- SaaS, Software as a Service

EXPERIENCE

BRIGHTLY SOFTWARE, INC.

MANAGER, CLIENT SUCCESS & RENEWALS | JUL 2021 – PRESENT

Managing a team of 5 Client Success Associates + 1 Team Lead (Velocity) & 7 Renewal Specialists + 1 Team Lead (Renewals) in the Client Success department, leading operational planning, driving client retention & renewals, and implementing best practices.

- Lead the Velocity 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
- Led pilot of MYC Renewal contracts in Q4 2021, resulted in programmatic change by DSI in 2022 to lead with MYC renewals
- Coordinated integration workstreams for 2 acquisitions, ensuring BSI systems, processes, and procedures were implemented with acquired companies for all CSC departments
- Developed & reported on metrics for performance and managed toward a 91.5% gross retention rate
- Hired and developed successful Client Success Associates 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

SOCIAL SOLUTIONS GLOBAL, INC.

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 96% net retention rate, implemented technology and processes to streamline activities and improved the consistency of 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 a 94% net retention rate
- Established 180-day renewal strategy for proactive client engagement to improve renewal rates
- Assisted in the implementation of Gainsight playbooks and CTAs & pushed adoption among the CSMs

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 a 92% net retention rate
- Implemented best practices in revenue operations designed to increase predictability in account retention
- Drove process optimization and efficiencies through automation
- Prepared & presented before Executive Leadership Team, progress of Renewals department during Quarterly Business Reviews

ADDITIONAL EXPERIENCE

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

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

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

DEALER BILLING SPECIALIST | [Innovative Aftermarket Systems](#) | May 2008 – May 2015

EDUCATION

TEXAS STATE UNIVERSITY

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

AUSTIN COMMUNITY COLLEGE

Associate of Science, General Studies-Applied Science | May 2014
Member of Phi Theta Kappa Honors Society (2012-2014)