**KATLEGO MATLABE**: **Customer Success Consultant | Client Advisor | Strategic Account Manager** Pretoria | 065 883 7732 | [katlegoayrton@gmail.com](mailto:katlegoayrton@gmail.com) [LinkedIn Profile](#)

**PROFESSIONAL SUMMARY:** High-performance **Customer Success Consultant** with a proven track record of managing massive client volume (**5,600+ unique accounts**). Expert in driving product adoption, minimizing churn, and delivering personalized advisory services in a virtual SaaS environment. Combines a Bachelor's degree in Governance with recent technical upskilling (Cisco/Google), allowing for effective troubleshooting and technical guidance.

# CORE COMPETENCIES

- **Strategic Account Management:** Net Revenue Retention (NRR), Churn Mitigation, Executive Business Reviews (EBRs), Account Health Scoring.

- **Technical Enablement:** Onboarding Architecture, Time-to-Value (TTV) Acceleration, Technical Documentation (Markdown/Git), Incident Reporting.

- **GRC & Operations:** SOC2/GDPR Awareness, Risk Management, SLA Adherence, Process Optimization.

- **Tools & Platforms:** GitHub, VS Code, MS Office Suite, AI/LLM Prompting, Remote Collaboration Suites.

# PROFESSIONAL EXPERIENCE

***Client Success Consultant & Platform Specialist*** | Cambly Inc. (Remote) *2021 – Present. Tech-Enabled Customer Success Manager Experienced SaaS Consultant with a background in global EdTech platforms, specializing in high-volume user engagement and product value delivery. Proven ability to build scalable retention frameworks and technical documentation (Markdown/Git). Combines strategic account management with GRC awareness to drive adoption and reduce churn.*

- **Client Advisory:** Conducted **11,263 documented consultation sessions**, acting as a trusted advisor to help clients achieve their goals using the platform.

- **Onboarding & Adoption:** Guided new users through the "First Time User Experience," demonstrating platform features and troubleshooting audio/video hardware issues to ensure successful adoption.

- **Portfolio Management:** Successfully managed a diverse portfolio of **5,619 unique international clients**, maintaining a 4.9/5.0 satisfaction rating.

- **Operational Autonomy:** Managed a self-directed schedule to maximize availability during peak global hours, ensuring high service levels without direct supervision.

- **Technical Support:** Diagnosed and resolved Tier-1 technical issues (connectivity, hardware setup) for clients in real-time.

*Independent Client Success Consultant* | Self-Employed (Remote) *2019 – Present.* Orchestrated the full client lifecycle for high-value private accounts, focusing on retention and outcome achievement.

- **Account Management:** Managed the full client lifecycle from acquisition to renewal for 12 high-value private accounts, serving as the primary point of contact from acquisition to renewal.
- **Retention:** Delivered 576 hours of direct consulting (48 hrs/client avg.), achieving industry-leading retention by applying the "Empathy Protocol" and structured onboarding techniques (see Portfolio)
- **Client Success**: Operated as a dedicated success partner, translating complex educational goals into actionable plans—a methodology now codified in my "Consulting Services" GitHub suite.

## Portfolio Highlights

***Strategic Projects & Portfolio: CS Operations & Strategy Kit (GitHub Portfolio)***
*Developed a comprehensive Customer Success framework based on a mock SaaS platform **(AyrCloudSync)** best practices, demonstrating technical and strategic competency:*

**Retention Strategy:** Created an automated 5-step onboarding email sequence focused on reducing Time-to-Value (TTV).

**Technical Enablement:** Architected a GRC-compliant Help Center structure covering RBAC, SSO, and GDPR protocols.

**Risk Management:** Developed an "Empathy Protocol" training module for de-escalating high-risk accounts and protecting NRR**.**

**View full portfolio at: https://github.com/RreMatlabe**

## EDUCATION & CERTIFICATIONS

- **Google Cybersecurity Professional Certificate** | Google (In Progress)
- **Computer Hardware Basics** | Cisco (July 2025)
- **Bachelor of Arts: Governance** | University of the Free State (2019)

## References:

Provided upon request.