

ARIADNE E. PAREDES

ariadneparedes0@gmail.com · 214-434-5925 · Chicago, IL

EXPERIENCE

Partner Success Manager – Ellevation Education 2021 – Present

- Manage implementation and ongoing support for 100+ accounts and over \$1M in ARR, maintaining strong partner relationships, account health, and detailed documentation.
- Create strategic action plans that use critical data to boost adoption, drive expansions, and minimize customer churn, outperforming the Success team's average churn scores by over 25%.
- Spearhead the launch of our latest product in strategic pilot accounts, creating comprehensive documentation and change management plans that enhance user adoption.
- Lead annual business reviews, working sessions, and webinars to drive partner value recognition, engagement, and capacity.
- Collaborate in cross-functional team projects to develop scalable systems and innovative solutions through proactive in-depth discovery, research, and data analysis.
- Serve as a regional subject matter expert in Texas and Arkansas, states that represent the greatest technical challenges in regulation compliance and platform configuration.
- Peer coach and mentor new incoming Partner Success Managers.

Training Solutions Manager – Ellevation Education 2017 –2021

- Led online and in-person training for new and ongoing partners, maintaining a consistent post-training satisfaction average of over 97%.
- Analyzed and disaggregated training data to address partner's needs, maintain engagement, and continually refine services provided.
- Collaborated closely with partners and Success teams to evaluate district database accuracy, configurations, goals, and other training readiness priorities.
- Founded and led Learn@Work Committee to promote continuous learning and provide opportunities for leadership development, professional learning, and cross-team collaboration.
- Supported leadership in developing diverse, equitable, and inclusive spaces via DEIB initiatives.

Multilingual Programs Specialist – Houston ISD 2016 –2017

- Analyzed data to develop informed campus action plans for the advancement of staff, quality instruction, and compliance at the largest school district in Texas-Houston ISD.
- Designed and delivered specialized professional development and coaching district-wide.
- Presented at regional, state, and national conferences such as Title III Symposium, ALAS, etc.

SKILLS

Leadership | Customer Success | Project Management | Problem Solving | Data Analysis | Training | Strategic Planning | SaaS | ChurnZero | Salesforce | Jira | ZenDesk | FileZilla | ShareFile | Concur | Slack | Okta | Zoom | TEAMS | GSuite | MS Office | Spanish (Fluent) | French (Conversational)

EDUCATION

- **Master's in Business Administration** - Louisiana State University at Shreveport
- **B.A. in International Political Economy** - The University of Texas at Dallas
- **Certifications:** CompTIA CTT+ (Certified Technical Trainer) Certification