

ARIADNE E. PAREDES

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EXPERIENCE

Senior Partner Success Manager – Ellevation 2024 – Present

- Manage a portfolio of enterprise-level strategic accounts of over \$2 million in annual revenue, ensuring their success in using Ellevation software tools.
- Develop, apply, and refine strategic enablement plans that use analytical insights to boost value realization and drive expansions, outperforming our team's average churn scores by over 25%.
- Lead cross-functional collaboration team projects to develop innovative systems and solutions through proactive in-depth discovery, research, and data analysis.
- Spearhead launch of new products in strategic accounts, developing comprehensive documentation and change management plans that enhance user adoption.
- Peer coach and mentor new incoming Partner Success Managers.

Partner Success Manager – Ellevation 2021 – 2024

- Exceeded renewal and expansion targets, achieving 114% net retention, showcasing exceptional ability in driving business growth and fostering client relationships.
- Served as a regional subject matter expert in key states that represent the greatest technical challenges in regulation compliance and platform configuration.
- Managed onboarding initiatives, annual business reviews, working sessions, virtual gatherings, webinars, and playbook development to drive adoption, engagement, and capacity.
- Developed diverse, equitable, and inclusive spaces via DEIB initiatives.

Training Solutions Manager – Ellevation 2017 – 2021

- Maintained a consistent post-training satisfaction average of over 98%.
- Analyzed training data to address partner needs, maintain engagement, and refine services.
- Collaborated with key stakeholders to optimize training effectiveness and drive product adoption.
- Founded Learn@Work Committee to provide leadership, PD, and collaboration opportunities.

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

Spanish (Fluent) | French (Int.) | SaaS | Salesforce | Jira | ZenDesk | SFTP Solutions | Slack | ChurnZero | Zoom | TEAMS | GSuite | MS Office | Leadership | Customer Success | Project Management | Problem Solving | Data Analysis | Training | Strategic Planning

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); Google Data Analytics