

Contact

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Top Skills

New Business Development
Process Improvement
Account Management

Wolfgang Rochlitz

Client Success Manager
Kansas City Metropolitan Area

Summary

Through POSIM, I help retailers make data-driven decisions by combining their POS System and Inventory Management System into one with mobile solutions, simplified reporting, and easy customer tracking options.

Experienced Customer Success Manager with a demonstrated history of working in the computer software industry. Skilled in Technical Support, Renewals, CSM, Customer Retention, and Account Management. Strong support professional with a Associate's degree focused in Liberal Arts and Sciences, General Studies and Humanities from Johnson County Community College.

Experience

Rain Retail Software
Customer Experience Manager
June 2022 - Present (1 year 6 months)

POSIM
Client Success Manager
June 2016 - Present (7 years 6 months)

Retail Success Co
Client Success Manager
June 2016 - June 2022 (6 years 1 month)

We help brands enhance their buyer's experience and create authentic buyer-seller relationships.

Retail Success offers a whole suite of solutions;

- point-of-sale with inventory management
- payment processing
- digital marketing

- social selling
- software for the direct selling industry

Our family of companies includes Posim, WayRoo, and ByDesign Technologies.

Education

Johnson County Community College

Associate's degree, General Science · (August 2011 - May 2014)

Johnson County Community College

Associate's degree, Liberal Arts and Sciences, General Studies and Humanities · (2011 - 2014)