Brad Johnson

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Professional Summary

Strategic and results-oriented Senior Technical Customer Success Manager with proven expertise in driving SaaS adoption and delivering exceptional customer experiences. Skilled at partnering with enterprise clients to maximize platform value, accelerate technology adoption, and achieve strategic business outcomes. Combines deep technical knowledge with consultative abilities to identify process optimization opportunities, devise strategic solutions, and ensure customer success. Expert at facilitating technical training, building lasting customer relationships, and driving product adoption across all organizational levels.

Professional Experience

Sr. Technical Customer Success Manager | Cloudinary | Santa Clara, CA

November 2021 – Present

Manage strategic portfolio of 16 enterprise customers ($5M+ ARR) driving technical adoption, innovation, and business value:

- Achieved 125% net revenue retention through proactive health monitoring and strategic business reviews
- Established company's DAM Center of Excellence, influencing product roadmap and best practices as founding subject matter expert
- Developed executive briefing program resulting in 40% increase in C-level engagement and platform advocacy
- Drove 40% increase in platform adoption through creation of custom integration solutions and automated workflows. Expanded platform adoption by 85% across portfolio through strategic account planning and technical solution mapping
- Led cross-functional initiatives resulting in 15+ customer references and 10 case studies showcasing platform innovation

Sr. Solution Advisor | Sitation | Apex, NC

November 2020 – November 2021

Led strategic e-commerce and PIM consulting initiatives for enterprise retail and manufacturing clients:

- Increased client adoption rates by 40% through development of customized implementation frameworks
- Reduced average onboarding time from 6 months to 4 months for enterprise clients through standardized playbooks
- Achieved 99% client satisfaction rating while managing portfolio of 15+ concurrent enterprise implementations
- Generated $2M in expansion revenue through strategic account planning and solution optimization
- Developed technical assessment framework adopted by 100% of company's solution architects, improving solution fit accuracy by 35%

Functional Consultant | Akeneo | Nantes, France

March 2018 – November 2020

Led enterprise PIM and E-commerce implementations for Fortune 500 companies, delivering measurable business impact:

- Reduced product time-to-market by 30 days through data cleanup and lifecycle optimization
- Decreased product delivery time by 3 months for B2B clients via strategic integrations and data model improvements
- Cut data enrichment errors by 50% through implementation of governance standards and streamlined processes
- Achieved $100K annual cost savings by optimizing client's software ecosystem and reducing complexity by 70%
- Established North American market presence by developing standardized consulting processes and delivery frameworks

Implementation Consultant | Bynder | Boston, MA

July 2016 – March 2018

Led enterprise Digital Asset Management (DAM) implementations and drove client success initiatives:

- Managed portfolio of 25+ enterprise implementations with 95% on-time delivery
- Reduced average implementation time by 45% through development of standardized playbooks and training materials
- Increased user adoption by 65% through development of custom training materials and engagement frameworks
- Successfully migrated 10M+ digital assets for Fortune 1000 clients with zero data loss or system downtime

Infantry Rifleman | United States Marine Corps | Boston, MA

May 2005 - May 2009

- Led and mentored a 4 person fire team during combat deployment, maintaing 100% mission readiness while operating in high-pressure enfironments.
- Awarded Combat Action and Global War on Terrorism Ribbons.

Technical Skills & Expertise

SaaS Platform Adoption • Digital Asset Management • Technical Implementation • Solution Architecture • Project Management • Web Development • Process Optimization • Training & Development • Strategic Planning • Client Relationship Management • APIs • SDKs

Education

Certificate, Wedding & Portrait Photography

June 2013

New England School of Photography, Boston, MA
GPA: 3.9