**Bryan Crosnier**

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Application for **Technical Customer Success Manager**

Dear Cisco Hiring Team,

I believe I’m the candidate you’re looking for to take on the Technical Customer Success Manager role at Cisco. Over the past 18 years, I’ve supported enterprise clients, technical teams, and operational leaders through complex software implementations, customer lifecycle strategies, and long-term adoption planning.

At Maxar Technologies, I helped drive digital transformation across teams by leading tool integrations, delivering end-user onboarding, and mapping technical solutions to business goals. One relevant initiative in particular included a Salesforce CRM platform that supported over $500MM in customer contracts. where I helped define and implement usage strategies that sustained long-term value. My approach is grounded in clear communication, outcome-driven planning, and building strong relationships across teams.

I’ve spent my career translating technical capability into measurable customer impact—across sales, support, and engineering organizations. I’ve also handled adoption planning / change management, risk mitigation, and executive engagement in support of retention and expanding their use of our platforms.

I believe my skills are uniquely curated to be effective in this role and am excited about the opportunity to bring that experience to Cisco’s Customer Experience team.

Thank you for considering my application. I look forward to the opportunity to connect.

Sincerely,

Bryan Crosnier