**Bryan Crosnier**

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Application for **Project Manager - Customer Success Operations**

Dear Samsara Hiring Team,

I’m excited to apply for the Project Manager role within Samsara’s Customer Success Operations team. With nearly two decades of experience leading cross-functional projects, refining operational frameworks, and improving customer experience, I bring a thoughtful, hands-on approach to solving complex problems and scaling internal initiatives.

At Maxar Technologies, I worked across Product, Engineering, and Support to plan and implement strategic projects that aligned operations with broader business goals. One of my proudest achievements was defining, designing, and launching a global Salesforce-based CRM and Case Management solution for a support organization serving a $500MM+ customer base—an initiative that brought clarity, accountability, and measurable efficiency to our operations.

My role frequently involved navigating ambiguous challenges, facilitating stakeholder alignment, and driving continuous improvement through data-driven insights. Whether building project frameworks or managing frontline change adoption, I’m comfortable switching between strategic planning and tactical execution to ensure outcomes are delivered.

I’m drawn to Samsara’s mission, and I see this role as a chance to apply my experience in a way that directly supports customers and enables scalable, thoughtful growth. I look forward to the opportunity to contribute to your team and make an impact at the intersection of customer success and operational excellence.

Thank you for considering my application. I look forward to the opportunity to speak with you further.

Sincerely,

Bryan Crosnier