

## SUMMARY

Results-driven Customer Success Manager with over 6 years of experience in Customer Success which are SAAS based companies with up to \$700M in revenue and 3,500 employees. Proven Track record of consistently exceeding quotas, developing and maintaining strong client relationships, and providing superior client service.

## EMPLOYMENT HISTORY

### **Sense Customer Success Manager**

**Remote  
4/2022 – 8/2023**

- Manage 1.2-million-dollar book of business. Deal size from \$1,000 - \$25,000 which are long tail of SMB accounts
- Provide superior client service to maximize client satisfaction and retention in partnership with AM Team
- Actively manage client product usage, proactively resolve client issues, help C-Level executives gain maximum value from their subscriptions
- Expand the use of our platform with clients. Identify, cultivate, and close additional revenue opportunities to fuel growth
- Expanding BOA from \$1.05M to \$1.2M USD in the past 1 year
- Help CXO's execute on missions

### **Zoominfo.com (RingLead) Customer Success Manager**

**Remote  
9/2020 – 3/2022**

- Consistently been a top 10% performer at RingLead (annually).
- Conduct Quarterly Business Reviews (QBRs).
- I lead the CS India team with 3 other reps for managing \$2M book of business.
- Work with – CEOs CIOs CTOs COOs Managing Partners, Presidents, Vice Presidents, and business owners.
- Handled both Mid-Market and Enterprise account segment based mostly in NA, EMEA & APAC regions.
- Responsible for training all new hires, I personally designed a training program for onboard reps after their initial training for my team.
- Act as a mentor, helping colleagues close deals and settle disputes.
- Expert in conducting video meetings via Microsoft Teams, Webex, Clearslide, JoinMe, and Zoom.

### **Laalsa.com Customer Success Manager**

**Hyderabad, IN  
3/2019 – 6/2020**

- Consistently exceeded quota in many different books of business within the company.
- Partnership and Alliance Relations.
- Responsible for handling internal sales and enhancing the new product line to meet the objectives of clients.
- Developed and implemented special sales activities to increase revenue by using HubSpot as both MAP & CRM tool
- Identified and resolved customer's issues across **PAN-INDIA**
- Develop new client relationships and grow revenue within an assigned book of existing accounts and prospects to meet and exceed quota.
- Experienced working with pre-sales and project managers to create custom software solutions.

- Part of the founding team that launched its operations in the first foreign state.
- Responsible for conducting kitchen audits, planning, and organizing food festivals at client's locations.
- Present Monthly Analytic Reports to Clients
- Managing all the anchor food vendors across all the client locations in Hyderabad
- Face to Face meetings with larger opportunities.
- Partnered with new and existing clients to establish long-lasting advisory relationships.

**Community Services**

**Hyderabad, IN**

- Served as **Chairman Execution – Hyderabad Youth Assembly** with **Street Cause** for the academic year 2016-17
- Served as **VP – Operations & Joint Secretary** with **Street Cause** for the **Executive Board 2015-16**
- Served as **Volunteer** with **Street Cause – CBIT** for the academic years 2013-15

**EDUCATION**

Chaitanya Bharathi Institute of Technology (CBIT), Osmania University  
Bachelor of Engineering Degree in Civil Engineering  
Graduated June 2017

**WEBSITES**

<http://www.linkedin.com/in/arun-kumar-muthyalu/>

**TECHNICAL SKILLS AND TRAINING**

Microsoft Word, Excel, PowerPoint, Outlook, Salesforce, LinkedIn, Microsoft Teams, Twitter, Google Connect, ZoomInfo, Chorus, LinkedIn Navigator, PandaDoc, Outreach, Zoom