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Vice President of Customer Success Strategy & Operations

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Dear Hiring Team,

I've built my career on curiosity. Beginning in sales and growing through startup generalist roles into global post-sales leadership, I've learned that approaching teams, challenges, and customers with curiosity is the key to unlocking innovation, trust, and growth. At SAP Concur, that belief fueled a **culture of development** where we combined SAP's rich learning ecosystem with custom-built internal tracks. Over nearly nine years, I **hired just two of nearly 40 leaders externally—growing the rest from within.**

That commitment to learning is why Udemy's mission resonates deeply. Your focus on reskilling and thriving in the age of AI aligns with the systems and teams I've built across high-growth and global enterprise environments.

Highlights of my experience include:

- **Defined customer lifecycle strategy** across onboarding, adoption, support, and renewal—*raising GRR by 7 points and NPS from -35 to +56 in three quarters at Twilio Segment.*
- **Built post-sales enablement engines**, pairing journey maps, segmentation frameworks, and tooling to scale performance and onboarding consistency.
- **Introduced AI-powered health scoring and automation** that reduced surprise churn *from 35% to 8% while driving 29-point expansion gains.*
- **Scaled delivery and onboarding models** globally at SAP Concur, *improving productivity by 40% across 40k+ annual implementations* and launching \$65M in new service revenue.

I'm excited by Udemy's vision of blending human expertise with AI to create scalable, digital-first customer experiences. I'd love to bring my experience leading cross-functional transformation and my passion for developing talent to help scale your post-sales strategy and impact.

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

Warmly,

Dylin Webster