

DYLIN WEBSTER



413.221.1788



dylin.c.webster@gmail.com



www.linkedin.com/in/dylin-webster

Vice President of Customer Success

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Dear Hiring Team,

I'm delighted to apply for the Vice President of Customer Success role at EasyLlama. Your mission resonates with me—not just as a business leader, but as someone who has witnessed the real cost of exclusionary workplace cultures. At a prior company, I joined a team where psychological safety and belonging were lacking. **Using compliance training as a foundation**, I took intentional action to rebuild trust and inclusion. In just three quarters, our **eNPS rose from 42 to 88**—an outcome that directly fueled stronger performance, retention, and customer impact. That experience affirmed my belief in the **power of thoughtful, engaging training like EasyLlama's to drive real change**.

Why I'm a strong fit:

- **End-to-end CS leadership** across PLG, SMB, and enterprise segments—from onboarding through expansion
- **Revenue growth focus**, driving upsell and cross-sell in close partnership with Sales and RevOps
- **Operational scale and efficiency** through automation, playbooks, and AI-assisted workflows
- **High-performing teams**, built through inclusive leadership and a strong coaching culture

I've led teams of CS professionals serving clients from PLG startups to Fortune 500 enterprises. We achieved a **29% increase in customer expansion** year-over-year and **reduced churn by 15%**, by implementing tailored onboarding playbooks and robust health monitoring. These results came from close alignment with product, sales, and marketing—and from building a connected, aligned customer journey.

EasyLlama's commitment to innovative compliance and inclusive workplace culture aligns with my values. I'm eager to contribute by leading your post-sales organization to scale product adoption, deepen relationships, and drive measurable success across diverse customer segments.

Thank you for considering my application. I look forward to the opportunity to further discuss how my experience can help accelerate EasyLlama's Customer Success growth and impact.

Best Regards,

Dylin Webster