

# Erick Dronski

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## EXECUTIVE SUMMARY

- MBA in Data Analytics (2025); B.S. in Business Administration (2019)
- Aspiring programmer with certifications and coursework in coding and automation
- Co-Founder of PrecisionAlgorithms, an algorithmic trading and automation business (2024–Present)
- Personal brand builder and creator of marketing content for both personal and professional audiences
- Built a strong digital presence with:
  - 17,000+ followers on LinkedIn – Tech, strategy, and lifestyle content
  - 50,000+ followers on TikTok – Travel, personal/family stories, and lifestyle
  - 2,000+ followers on X – Personal branding, future of work, and emerging technologies

## EXPERIENCE

### Ivanti

#### *Scale Customer Success Manager | August 2025 - Present*

- Led strategic customer engagements, driving onboarding, adoption, risk mitigation, and renewal initiatives to ensure long-term customer success and satisfaction.
- Served as a trusted advisor in customer meetings, aligning product capabilities to client goals and directly supporting Net Revenue Retention (NRR) and expansion outcomes.
- Partnered cross-functionally with senior stakeholders (internal and external) to surface customer needs and translate them into actionable success plans, increasing retention and account health.
- Audited and optimized the end-to-end customer journey, applying a consultative approach to resolve pain points, remove friction, and enable measurable business outcomes.
- Owned the execution of key deliverables, coordinating across project teams to ensure timely and high-quality delivery of all customer and internal milestones.
- Developed deep product expertise across the full platform suite, delivering tailored recommendations and maximizing value realization at critical customer touchpoints.
- Identified upsell, cross-sell, and growth opportunities, collaborating closely with Account Executives and Sales to drive revenue expansion within existing accounts.
- Supported customer advocacy efforts by working with Sales and Marketing to develop success stories, references, and impactful case studies in strategic accounts.
- Maintained alignment with Field Success and Product teams, contributing to scalable processes, success content, and best practices in partnership with the Advantage team.

#### *Customer Success Strategist, Center of Excellence (CoE) | April 2024 - August 2025*

- Conducted virtual and onsite assessments, collaborating with stakeholders to evaluate maturity, business impact, and priorities across 36 IT capabilities. Delivered actionable recommendations to drive adoption, cross-sell opportunities, and unlock customer value.
- Created and presented strategic insights to executive stakeholders, showcasing data-driven recommendations to enhance IT capability maturity and maximize solution impact.
- Designed and maintained a streamlined online survey for initial capability assessments, providing stakeholders with an Introduction to the Capability & Maturity framework.
- Conducted focused discovery sessions on individual IT capabilities, delivering tailored insights and recommendations aligned with the customer's strategic priorities.
- Utilized the Value Cloud platform to generate comprehensive ROI hypotheses, quantifying expected value through industry benchmarks and customer-validated data.
- Communicated business outcomes using command-of-the-message frameworks.
- Produced training materials, including video tutorials, role-play scenarios, slide decks, and FAQs, to educate internal teams and customers on leveraging CoE tools and frameworks effectively.
- Lead the scaling of frameworks and enablement across the organization including EMEA and APAC.

- Analyzed survey and assessment data to identify trends and patterns, informing strategic decision-making and marketing collateral development.
- Revamped 36 IT capability cards, incorporating references to emerging technologies and aligning with modern IT solutions to ensure relevance and value.
- Partnered with Customer Success Managers and Sales Executives to identify engagement opportunities, addressing IT environment gaps and guiding customers toward improved technology outcomes.
- Actively contributed to the adoption and understanding of CoE frameworks across the organization by delivering workshops, developing internal training programs, and sharing best practices.

## **Allied Solutions**

### *Client Experience, Account Manager (Contract) | May 2023 - October 2023*

- Served as the single point of contact for Mid-Level accounts (15-18 accounts totaling \$2-\$3.9m dollar of net agency commission) in the identification, escalation, monitoring, and resolution of risk management level tracking and escrow service issues and opportunities.
- Proactive monitoring of activities associated with compliance and regulatory performance including: Notice timings, certificate insurance and funding, flood and escrow tracking and payments, state specific tracking services, client and borrower complaints, activities that impact the end consumer.
- Knowledgeable in contract terms and obligations including service level agreements with the client and ensure areas of deficiency are properly identified, escalated, and resolved.
- Responsible for scheduling, agendas, smartsheet materials, updating INFOR CRM and ongoing monthly, weekly, or bi-weekly client experience meetings including pulse checks focused on client retention and engagement.
- Ensured the program is adhering to KPI's and where warranted investigate and remedy activities that would negatively impact the client experience, financial and compliance aspects of the program for both the client and company.

## **SpotOn**

### *Account Executive | May 2022 - May 2023*

- Professional understanding of merchant services and business/restaurant management software (SaaS). Deciphering merchant statements and credit card processing contracts to determine effective rates and spearhead negotiations.
- Implementation of Point-of-Sale or hardware at businesses/restaurants and coordinating extensive installations.
- Understanding each unique businesses' needs to efficiently operate and propose solutions.
- Ranked top 10 in the eastern region for ARR in the month of November 22' (\$32,000 ARR)
- Expanded relationships with high level business owners through in-person & virtual appointments in my territory.
- Navigated potential clients through our sales cycle within salesforce organizing and presenting demos and developing proposals.

## **Marlin Capital Solutions**

### *Partner Finance Specialist | December 2021- May 2022*

- Administered development of banking documentation related to various banking products such as lease and loans; which comply with state and federal guidelines.
- Developed and implemented a strong proficiency of Salesforce to manage multiple accounts while simultaneously upholding relationships between customers and partners.
- Applied procedures via credit and legal departments to guarantee compliance of customer and vendor prior to funding deals.

### *Customer Service Specialist | February 2019 – December 2021*

- Managed high-call volume levels of 50-80 calls per day while providing exceptional customer service.
- Ensured all personal and private information such as Social Security Numbers, Drivers License Numbers, Incomes and Credit Ratings were protected and kept confidential.
- Worked closely with management on escalated issues to resolve all problems quickly and accurately.
- Verified all customer information to determine eligibility for available programs and guided customers through our web service platform.
- Upheld a strong understanding of banking verbiage and laws necessary to apply them across taxation, bankruptcy, and insurance.
- Processed large sums of payments across multiple accounts; confirming proper application of funds through communication cross functionally with other departments.

COURSES & CERTIFICATIONS