

Scott Allen

Customer Success Leader

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512.769.8194

Summary

A highly motivated and results-driven leader with extensive experience in customer success and account management. Dedicated to delivering exceptional customer service, optimizing customer satisfaction, and driving organizational retention and growth. Skilled in developing and implementing strategies, managing diverse teams, and fostering a customer-centric culture. Aiming to leverage my expertise in customer success to contribute to the success of a dynamic organization.

Key Skills

Customer Success | Team Leadership | Coaching & Mentoring | OKR's | KPI's | SaaS | PaaS | Security | Cloud | Start-ups | Process Improvements | Onboarding | Adoption | Renewals | Expansion | Escalation Management | Churn Mitigation | Enterprise | Data Driven Decision Making

History

Client Success Director
Williams Lea

Sept 2024 - Present
Remote

Driving client success by leading strategic initiatives, enhancing client relationships, and ensuring long-term satisfaction and retention. Focused on aligning services with client objectives to deliver measurable outcomes.

- Develop and execute comprehensive client success strategies to drive satisfaction, retention, and account expansion across key accounts.
- Build and maintain trusted partnerships with senior client stakeholders, acting as a strategic advisor to align services with evolving business objectives.
- Implement standardized success frameworks, playbooks, and scalable processes to optimize the client journey from onboarding through renewal.
- Collaborate cross-functionally with Sales, Product, and Operations teams to deliver tailored client solutions, resolve challenges, and ensure continuous improvement.
- Analyze client feedback, performance metrics, and business reviews to identify growth opportunities and inform strategic account planning.
- Play a key role in pre-sales activities, including solution design, expectation setting, and relationship building with prospective clients.
- Proactively identify risks to client satisfaction and retention, driving the creation of risk mitigation strategies and account health monitoring practices.
- Facilitate regular business reviews and QBRs, ensuring clients receive clear insights into value realization and progress toward strategic goals.

Manager of Customer Success
Platform.sh

Jan 2020 - June 2023
Remote

Led the Customer Success team, driving strategic initiatives to enhance client satisfaction, retention, and value realization. Focused on process optimization, proactive risk management, and fostering long-term client relationships.

- Owned team goals, managed the Customer Success team, and implemented effective processes to improve the client journey.
- Directed a team of Customer Success Managers overseeing a high-touch customer segment, emphasizing adoption, value delivery, and client outcomes.
- Delivered individualized coaching, fostered cross-functional collaboration, and secured resources to ensure team success.
- Developed a comprehensive customer journey roadmap and contributed to pre-sales activities, strengthening strategic relationships with senior client contacts.
- Implemented and analyzed KPIs and OKRs, led business reviews, and leveraged data insights for informed decision-making.

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- Proactively identified risks and opportunities for client engagement and adoption, supported the creation of risk mitigation playbooks, and facilitated internal account planning to maximize customer value.

Customer Success/Account Management Consultant Self

Feb 2017 - Jan 2020
Austin, TX

Helped startups build robust strategies for account management, sales acceleration, and customer success/retention optimization.

Account Manager WP Engine

Oct 2014 - Feb 2017
Austin, TX

Responsible for creating and building this role as the first vertical oriented role. Build relationships with existing clients, grow spend within the universities, and retain their business. Identify new contacts and expand into those divisions. Conduct sales presentations, negotiate contracts, and close deals with major higher education institutions.

Cloud Sales Consultant (Account Manager) Dimension Data

July 2013 - Aug 2014
Remote/Hybrid

Worked as a specialist in Cloud and Security, supporting the Account Manager providing expert guidance and consultation on cloud-based solutions, helping customers understand the benefits, features, and capabilities of various cloud offerings.

Cloud Sales Consultant (Account Manager) Verizon

July 2012 - July 2013
Remote/Hybrid

Worked as a specialist in HIPAA Cloud and Security, supporting the Account Managers providing expert guidance and consultation on cloud-based solutions, helping customers understand the benefits, features, and capabilities of various HIPAA cloud and security offerings.

Major Account Manager Savvis

Sept 2010 - July 2012
Washington D.C.

Responsible for developing and maintaining strong relationships with key clients, driving account growth, and ensuring high customer satisfaction. Collaborate with internal teams, conduct sales presentations, negotiate contracts, and strategically plan to maximize revenue. Identify opportunities and advocate for their clients within the organization. Focus on customer retention.

Large Opportunity Representative (Account Manager) Rackspace

July 2006 - Sept 2010
San Antonio, TX

Responsible for building and maintaining strong relationships with key clients. Act as the main point of contact, ensuring client satisfaction and understanding their specific needs and objectives. Work collaboratively with cross-functional teams to develop and execute strategic account plans, identifying opportunities for account growth and expansion. Driving revenue by upselling, cross-selling, and negotiating contracts. Provide exceptional customer service and serve as a trusted advisor to maximize client retention.

Account Manager Dell Inc.

July 2005 - July 2006
Austin, TX

Responsible for selling desktops, laptops, servers, and other products. Manage resell client relationships, identify opportunities for growth, and provide tailored solutions. Collaborate with internal teams, resolve issues promptly, and ensure customer satisfaction.