

Luke Lazenby Flynn

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EXPERIENCE

Qualtrics XM | Enterprise Services & Operations

Senior Program Manager & Integrations Specialist, Nov 2022 – Oct 2023

- Services cost reduction of \$1.2M (14%) through a redesign of the Services go-to-market strategy: consolidated systems, redefined roles and responsibilities, streamlined processes, and created new service SKUs
- Oversaw Clarabridge acquisition (\$1.13B) integration, migrating 97 roles and 5 major systems on-time and on-budget
- Organized and led 9 workstreams in a company-wide transformation to realign Sales and Services from being product-centric to industry-focused customer units, eliminating 23% of time inefficiencies
- Drove a 41% decrease in login security incidents between business and clients by developing and implementing a more secure proxy login process across the company that reduced significant risk exposure

Senior Analyst, Technical Account Manager - Team Lead, April 2022 – Nov 2022

- Closed \$9.5M total in license renewals (100%) and \$98K total in license expansions across 3 Fortune 50 accounts
- Won a \$7.5M Enterprise License Agreement with BMW, a strategic account, by rebuilding trust, fixing all of their product issues, and being a thought partner who aligned product solutions to their business objectives.
- Introduced innovation into the Qualtrics Product by facilitating collaboration between ServiceNow (client) and Digital Engineering that produced an advanced competitor product to rival 'Medallia Voices'
- Led a team of 14 technical account managers with the responsibility of servicing 34 Enterprise accounts totaling \$14M ARR (50% more responsibility than my peers)

Analyst, Technical Account Manager - Team Lead, Oct 2020 – April 2022

- Closed \$3.2M total in license renewals (100%) and \$98K total in license expansions across 4 Fortune 100 accounts
- Created the 'TAM Pitcher' program consisting of a 12-pitcher team that closed \$12.3M in ACV in new TAM licenses with a 98% renewal rate.
- Reduced the customer time-to-value from 12 weeks to 4 weeks by standardizing the TAM client onboarding process

Product Specialist, Technical Account Manager, Feb 2020 – Oct 2020

- Closed \$8.4M total in license renewals (100%) with \$166K total in license expansions across 5 Fortune 100 accounts
- Established a mission-critical Knowledge Base for TAMs on the Slack app, enabling rapid information retrieval for product, project, and issue inquiries using either the search and/or post features.
- Increased TAM sales pipeline by 39% after enabling Sales reps globally on the new TAM services SKU

NA & APJ Team Lead, Enterprise Support, July 2019 – Feb 2020

- Managed 10 support reps servicing 140+ Enterprise accounts totaling \$4.3M in ARR with a renewal rate of 91%
- Raised 'Percent of tickets within SLA' from 85% to 100% by introducing a ticket tracker & alert system

Product Specialist, Customer Support, Feb 2019 – Jul 2019

- Resolved on average 43 client tickets per day — double the standard specialist expectation of 22 tickets per day

Utah State University | Technology Transfer Services

Marketing Specialist & Web Developer, Oct 2017 – Dec 2018

- Enhanced SEO and implemented Google Ads on the Technology Transfer portal, boosting website traffic by 14%
- Marketed 5 new technologies using Adobe Suite, leading to three separate technology purchases for a total of \$680K

EDUCATION

Utah State University

Honors Triple Major with 3.83/4.00 GPA, Dec 2018

- B.A. Degrees in Marketing, Economics, and International Business from Jon M. Huntsman School of Business

SKILLS

Hard Skills: Adobe Cloud (InDesign, Illustrator, Photoshop), Program Management (Advanced), Qualtrics (CX & Core certified)

Soft Skills: Executive communication, relationship building, proactive problem-solving, conflict resolution, strategic thinking