

FREDERIKE FALKE

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PROFESSIONAL SUMMARY

Enterprise Customer Success leader with 12+ years of experience, evolving from driving enterprise customer growth at major tech companies to specializing in AI implementation and adoption. Proven track record of translating complex technical capabilities into business value, building lasting customer relationships, and exceeding retention targets. Combined expertise in enterprise success strategies and practical AI implementation positions me uniquely to help enterprises harness AI's transformative potential.

RELEVANT EXPERIENCE

NYTech Ventures - Founder & AI Implementation Strategist

July 2024 - Present

- Lead NYTech AI community, facilitating knowledge sharing and best practices in enterprise AI adoption
- Guide organizations in strategic AI implementation, focusing on practical business applications
- Develop comprehensive AI solutions using Claude and other models for business process enhancement
- Create educational content bridging technical AI capabilities with business objectives
- Support AI founders in product development and go-to-market strategies

Customer Success School - Founder & Lead Trainer

June 2022 - May 2024

- Developed comprehensive enterprise customer success methodologies achieving NPS >95%
- Trained 500+ Account Managers and CSMs across startup to enterprise segments
- Published bilingual enterprise customer success book focused on practical value creation
- Created scalable training programs ensuring consistent enterprise customer growth

Miro - Strategic Sales Leader

July 2022 - December 2022

- Led enterprise growth for key accounts while serving on regional leadership team

- Successfully transformed team from inbound to outbound motion
- Launched influential Customer Success-Sales Champion program
- Orchestrated cross-functional collaboration driving customer value

Seismic - Director of Customer Success

August 2021 - May 2022

- Led complete after-sales organization for CEMEA region, achieving >100% GRR
- Managed cross-functional collaboration across Sales, Marketing, Product, and Professional Services
- Established success frameworks driving consistent enterprise value delivery
- Scaled team while maintaining excellence in customer satisfaction

LinkedIn - Senior Enterprise Relationship & Customer Success Manager

February 2019 - July 2021

- Achieved 109% of quota and 30% revenue growth managing largest enterprise accounts
- Won Customer Delight Award for exceptional relationship management
- Led successful large-scale international renewals through strategic stakeholder alignment
- Maintained >90% retention rate while managing 50 enterprise and 150 SMB clients
- Served as Culture Champion and Rock Your Profile Ambassador

Userlane - Head of Customer Success & Support

December 2017 - January 2019

- Built and led global Customer Success organization from ground up
- Established cross-functional workflows between Sales, Engineering, and Marketing
- Implemented comprehensive client knowledge academy
- Achieved <5% churn and >100% GRR

CORE COMPETENCIES

- Enterprise Customer Success Leadership
- AI Implementation Strategy
- Strategic Relationship Building
- Technical Concept Translation
- Cross-functional Team Leadership
- Value-Driven Growth
- Change Management
- Customer Education & Enablement

EDUCATION

- InnerMBA, Leadership & Management - New York University (2021-2022)
- Certificate in Leading with Finance - Harvard Business School Online (2020)
- Leadership Principles Certificate - Harvard Business School Online (2019)
- MS, International Economic Studies - Maastricht University (2010-2011)

LANGUAGES

- English (Full Professional)
- German (Native)

AWARDS & THOUGHT LEADERSHIP

- LinkedIn Customer Delight Award Winner
- Two-time Demo Award Winner
- Author: "Enterprise Customer Success Bible" (2024)
- Active AI Community Builder and Educational Content Creator
- Regular Speaker on Enterprise Success and AI Implementation