

ANGELI MATEO

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LinkedIn: [/angelimateo](#) | Portfolio: [helloam.github.io/myportfolio](#) | GitHub: [/helloam](#)

Full stack developer leveraging background in customer-facing roles in the SaaS space to provide unique perspectives on how end-users interact with websites and software platforms. Full Stack Development certified through the University of California, Davis - Coding Boot Camp Program. Pragmatic thinker and problem-solver who is passionate about creating technologies that add value to people's lives, with a focus on end user-first design and development. Strengths in resourcefulness, proactivity, teamwork, and bringing people together for a shared purpose.

TECHNICAL SKILLS

Languages: JavaScript ES6+, CSS3, HTML5, SQL, NoSQL

Applications: GitHub, MongoDB, MySQL

Tools: Express, Node, Handlebars, Query, Bootstrap, Heroku, Jira, Zendesk, Salesforce, Slack

PROJECTS

Bountiful | [github.com/helloam/Bountiful](#) | [bountiful-us.herokuapp.com/](#)

- Summary: A tool that allows users to buy and sell locally grown goods. This application was refactored from its initial version where we used Sequelize and traditional REST APIs.
- Role: Contributor
- Tools: HTML, CSS, JS, Node, Express, React, MongoDB, GraphQL

Surf Forecaster | [github.com/helloam/surf-forecast](#) | [helloam.github.io/surf-forecast/](#)

- Summary: A tool that gives the user real time weather and wave height conditions for any valid location in the world.
- Role: Contributor
- Tools: HTML, CSS, JS, Openweather API, Stormglass API, jQuery, Font Awesome, Moment.js

Background Generator | [github.com/helloam/backgroundgenerator](#) |

[helloam.github.io/backgroundgenerator/](#)

- Summary: A CSS design tool leveraging DOM manipulation to create your custom linear gradient background.
- Role: Sole Author
- Tools: HTML, CSS, JS

EXPERIENCE

Senior Customer Success Manager

Bynder, Remote

June 2021 - Present

- Providing dedicated support and consultation to high value customers.
- Conduct weekly, bi-weekly and monthly sessions for customers to communicate recent product updates and offerings that align with their immediate and long-term initiatives.
- Mentoring newer CSMs.

Key achievement:

- Closed over \$130k ARR in upsells in Q2 2021 which carried the entire US CSM team's expansion target over 100%.

Customer Success Manager

Bynder, Remote

October 2018 - June 2021

- Maintained high retention rate year over year despite inheriting a very challenging multi-million dollar book of business consisting of enterprise and strategic accounts.
- Expanded within my existing accounts year over year in areas of user licensing, storage and additional modules sold.
- Coordinated with Sales and Product in providing report analysis of trends in customer behavior and user experience throughout each year.
- Developed internal guides, account review templates and other resources related to CSM best practices.

Key achievement:

- Consistently at the top of the leaderboard for renewal increases (i.e. securing multi-year renewals) and referenceable customers.

Onboarding Manager

Streamsend, Sacramento, CA

August 2016 - July 2018

- Met and exceeded target to onboard 15+ new accounts per month.
- Maintained 99% retention year over year within my book of business.
- Designed and conducted training sessions for customers (individual and teams), receiving consistently positive feedback.
- Contributed to cross-department strategy and collaboration.

Account Manager

Wonolo, San Francisco, CA

October 2015 - August 2016

- Maintained 98% retention year over year within my book of business.
- Designed and conducted training sessions for customers (individual and teams), receiving consistently positive feedback.
- Contributed to cross-department strategy and collaboration.

Customer Success Programs Manager

Yammer (a Microsoft Co.), San Francisco, CA

July 2014 - September 2015

- Developed a Learning & Development guide for the Customer Success Managers to leverage as the source of truth for their enablement.
- Facilitated CSM new hire onboarding, ensuring they feel welcomed and connected with various parts of the business.
- Managed internal team summits aimed to boost morale, strengthen relationships and ensure team-wide alignment with Microsoft's business objectives for the fiscal year.

Community Customer Success Manager

Yammer (a Microsoft Co.), San Francisco, CA

February 2013 - July 2014

- Drove adoption at SMB enterprises through one-to-many advising and training.

- Managed and facilitated monthly webinars on how to use Yammer including best practices and tips on getting the most out of it.
- Partnered with Sales and Support to build relationships, recommend product integrations and drive renewals.
- Facilitated a passionate user community and Advisory Board by discussing feedback and lessons learned.

EDUCATION

Certificate, Full Stack Web Development – UC Davis

Virtual

March - September 2021

Bachelor of Arts, Communications – San Diego State University

San Diego, CA, USA

2003-2007

Culture and Language Immersion Program – University of Málaga

Málaga, Spain

August - December 2007