Hello Odysys,

In my two most recent roles as Customer Success Manager and Lead QA Engineer, I’ve had the privilege of working on world-class software and hardware products all with a focus on driving increased quality and value for customers.

In my Technical CSM role, I was responsible for scoping project goals, defining success criteria, quantifying customer issues and helping to drive solutions with our Product and Engineering teams. In my role as a QA Engineer, the success of a product depended greatly on my ability to precisely test, analyze and communicate my findings to the rest of the organization. Through these two experiences, I’ve come to really enjoy the crossroads of technical problem-solving and meeting customer needs. This is one of the reasons I’m interested in the Customer Success Guide role at Odysys.

I have always been a solutions-oriented person. I started at Mapbox as a CSM when there were almost no tools or processes in place to support our team. We performed many manual tasks, including checking customer usage. We were spending, on average, 38 hours per month on this task. Knowing there had to be a better way, I developed a Javascript and node.js program that utilized a Mode report to pull data on customer usage, perform various calculations on that data and format a markdown table for each customer. The team now spends 0 hrs per month on this task and have near-instant insight into the health of an account.

I would welcome the opportunity to speak with someone about the role and the value that I could bring to the team as we work toward the goals of Odysys. Thanks in advance for considering my application.

Cheers,

Kate Summerill