

# Joseph A. Butler

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## **Career Profile**

Customer Success professional with extensive experience in technology and account management. Passion for building strong relationships with clients. Expert with data, and client on-boarding, which includes customer retention and providing top of the line client service. Fast learner who can become an expert in any product/service or learn any system/software.

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## **Professional Experience**

### **InLoop Inc., Remote/Alexandria, Virginia**

#### ***Customer Success Manager, July 2018 – Present***

- Manages all US clients (Associations)
- Monitor client usage and based on statistics, suggest recommended strategies to improve and utilize AI feature better
- Customer advocate for clients when communicating to global technology and R&D teams
- Onboard clients and manage them from start to finish after sale is closed
- Train clients on software via ZOOM, previously GoToMeeting
- Made adjustments to onboarding process and client outreach. to make it quicker, more efficient, and to be proactive

### **Goodzer Inc., Reston, Virginia**

#### ***Customer Success Manager, Mar 2016 - July 2018***

- First and most Senior Customer Success Manager at Goodzer
- Exceeded monthly quota for onboarding accounts and client retention, every month since I have been hired
- Manage over 100 paid accounts, and 30+ onboarding accounts
- Implement new processes and best practices which makes onboarding and retention easier and more clear
- Customer Advocate for all accounts, as I speak to owners and senior decision makers everyday
- Trains new Customer Success Managers as they come on board

**CPA Global, Alexandria, Virginia**

***Client Service Specialist, Dec 2014 – Mar 2016***

- Managed day to day queries for 20 KEY clients via phone, and email
  - Manage any projects assigned to me from start to finish, and ensure internal and external clients are kept in the loop through constant communication
  - Analyzed client's data and successfully implemented over 30 projects for our patents team in the span of 3 months
  - 98% client satisfaction for our 24-hour SLA policy
  - Utilized proprietary ECM system daily, to manage workflow and processes
  - Trained new hires on ECM processes and policies
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**Education Summary**

- University of Minnesota, Bachelor of Science Entrepreneurship (2019 Grad)
- Vermilion Community College, Associates Degree in Liberal Arts (IT concentration)