

Maryan Fawzy

Client Success Manager | Technical and Performance Focused

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United States | Open to Remote

PROFESSIONAL SUMMARY:

Client Success Manager with over four years of experience supporting SaaS and performance driven clients in fast paced remote environments. Strong background in client onboarding retention KPI reporting automation workflows and stakeholder communication. Proven ability to translate technical performance data into clear actionable insights while owning client outcomes end to end. Experienced in managing multiple accounts improving retention and driving growth.

CORE STRENGTHS:

Client onboarding and expectation setting

Client retention and relationship management

Technical customer success

Meta Ads performance analysis

KPI tracking and reporting

Google Sheets reporting and dashboards

Funnel optimization and lead generation

Automation workflows and CRM systems

Go High Level style pipelines and triggers

Slack and Zoom client communication

Spoken Languages: English (Fluent), Arabic (Native)

Upselling and account expansion

Troubleshooting underperforming campaigns

Operating in high pressure environments

WORK EXPERIENCE:

Skinstric AI – Remote

Client Facing Frontend Engineer | Jan 2024 – Present

Served as primary client facing owner for an AI powered SaaS platform supporting performance driven workflows and user experience optimization.

- Managed end to end client success lifecycle including onboarding performance monitoring and issue resolution
- Supported 20 plus active client stakeholders while maintaining high satisfaction and trust
- Translated technical system behavior into clear business insights for non technical clients
- Identified workflow bottlenecks and improved automation reliability and speed
- Collaborated with engineering teams to resolve production issues under tight timelines
- Owned delivery quality timelines and client outcomes
- Supported revenue retention and expansion by aligning performance outcomes with client business goals

Frontend Simplified – Remote

Client Success and Support Specialist | Jun 2023 – Mar 2024

Managed high volume client accounts in an agency style SaaS environment focused on growth retention and upsells.

- Managed 25 plus active client accounts simultaneously
- Led onboarding calls and ongoing success check ins via Zoom and Slack

- Explained KPIs and campaign performance clearly to clients
- Improved retention by approximately 15 to 20 percent through proactive communication
- Identified upsell opportunities based on performance gaps and client goals
- Collected feedback and coordinated improvements with internal teams

Axcess Financial – Cincinnati, OH

Client Focused Frontend Developer | Jan 2022 – April 2023

- Supported performance dashboards used for executive decision making
- Tracked usability and workflow metrics to improve adoption
- Explained system behavior and data flow to non technical teams
- Collaborated cross functionally with product and operations
- Resolved issues quickly under tight deadlines

PROJECTS:

Search API Project:

- Developed a search and display system for movies and media using dynamic routes and responsive pages.
- Integrated third-party APIs using Axios and jQuery for real-time search results.
- Designed user-friendly routing and loading states with Next.js for seamless navigation.

Animation Video app:

- Created a motion-rich web experience using modern animation libraries and video integration.
- Built fully responsive UI using TailwindCSS and Bootstrap.
- Implemented scroll-based transitions and music playback using GSAP and Framer Motion.

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EDUCATION:

- Bachelor of Arts in Media | Minia University, Egypt | Aug 2016 – May 2020 | GPA: 3.8
- Certificate in Data Science | Purdue University, USA | Aug 2023 | GPA: 3.9

Interests:

- Client success and growth strategy
- Performance optimization and analytics
- Automation and workflow efficiency
- Mentoring and knowledge sharing