## Jonathan Mazo

San Francisco Bay Area

jmazoyuba@gmail.com

linkedin.com/in/mazo

**Technical Skills**

- SQL, JavaScript, APIs
- Chrome Developer Tools
- JIRA, Confluence, Google Workspace
- Data Analysis, Data Visualization (Excel, Tableau, Sigma)

**Professional Highlights**

- Built onboarding/ training programs for strategic customers
- Partnered with ENGs, AEs & Product to drive growth & retention
- Delivered insights through QBRs and exec briefs to align strategy and influence roadmaps

# Customer Success Manager

Customer-focused | Data-Driven | Cross-Functional Partner

## Professional Experience

**Quantcast — San Francisco Bay Area**

*Customer Success Manager*
*January 2025 – Present*

- Oversee $450K–$600K in quarterly ad spend across 7 mid-market clients, supporting 4–7 active campaigns and onboarding 2–5 platform users per brand.
- Sole mid-market CSM at team inception—built onboarding frameworks, planning templates, and shared workflows adopted by a now 6-person team.
- Lead client kickoff calls, weekly and monthly check-ins, and executive QBRs to track adoption, demo features, and communicate product value.
- Influenced renewals and product adoption by promoting internal targeting strategies, increasing retention and providing actionable insights.
- Collaborated with Engineering and RevOps on resolving spend spikes, implemented custom campaign rebuilds, and provided critical feedback to Product teams.
- Served as a preferred beta tester for emerging features and gathered client sentiment to guide product roadmap decisions.
- Created and used SQL queries to surface weekly budget changes, identify pixel health anomalies, and craft custom insights using Excel.
- Orchestrated pod syncs with AEs and Sales to align on upcoming deals, client health, and post-sale activation strategy.

*Technical Account Manager*
*April 2021 – January 2025*

- Owned end-to-end campaign delivery and performance, ensuring technical accuracy, pacing, and client satisfaction.
- Led implementation of JavaScript tags, CRM integrations, and audience segmentation for major clients.
- Debugged platform issues using browser dev tools and collaborated cross-functionally to address blockers.
- Conducted internal SME trainings and authored client-facing documentation for the Help Center.
- Maintained compliance with privacy requirements while ensuring tracking integrity and campaign alignment.

*Available for in-office or fully remote roles; based in the Bay Area, CST hours preferred.*