# MARLON QUINTERO LIEMANN

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**RELEVANT CAREER HISTORY**:

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**SolarWinds**                                                                                                    *Jul.2021-Present*

*Expansion Customer Success Manager | Jul. 2021 - Present*

Proactively engage current customers of our database monitoring (Premise & Saas) tools to drive retention & growth. Uncover & address pain points, have strategic conversations and ensure that customers receive value from the database tools.

- Engage with 300+ customers (20 million dollars book of business) on an ongoing basis to ensure retention of business & business growth.
- Ensure customers achieve value through QBRs, trainings, check ins and issue resolution.
- Ensure internal alignment through project management, ensure customer is implemented & attaining value.

Results:

- Q3 2021 – Better then expected gross retention KPI achieved. 124k in closed sales.
- Q4 2021 – Better then expected gross retention KPI achieved. 133k in closed sales.

**The Developer Group**                                                                                    *Oct.2021-Present*

*Founder & Managing Director & Developer| Oct. 2021 - Present*

Manage and develop business focused on the development of websites. Create accessible websites (Front & Back End as needed) for businesses looking for custom built solutions.

**NAVEX Global**                                                                                            *Nov.2016-Jul.2021*

*Customer Success Manager | Nov. 2018 – Jul. 2021*

Serve as a liaison between the customer and NAVEX while managing ongoing customer needs effectively to drive high customer retention and loyalty.

- Exceeded net retention KPIs by 5-6% each year on a 4.3 million dollars book of business. (Net retention 2020: 105.3% 2021: 106.2%)
- Supported 33 customers in a wide range of industries (Manufacturing, Aviation, Retail, Software, Education, Energy Services, Health, Private Equity, Human Resources, Staffing) within North & South America.
- Work with C-Level executives on how to best utilize our 5 core Saas tools to effectively manage a compliance program.
- Advocate customer needs and issues cross-departmentally and to senior leadership.
- Leverage Customer Success Tools to effectively manage each customer (Gainsight, Salesforce, Pendo, Office 365)

*Account Manager (Small, Mid, Large & EU market) | Jun. 2017–Nov. 2018*

Provide sales support to account executives working with companies with over 6000 employees in the US and international markets.

- Provide support for 6 account executives each carrying a quota over 500k, 900k & 1.4 million dollars.
- Provide backup support for all account executives based in the EMEA & APAC Region.
- Manage communication with other departments (technical specialist, legal, implementation, client care, leadership) to ensure accurate expectations & communication takes place interdepartmentally.
- Provide support to account executives when Spanish language skills may be required.
- Work with customers globally (North America, South America, EMEA & APAC) to provide support as necessary.
- Worked closely with C-Suite personnel, General Counsels, Risk Management Directors and Project Managers on large scale enterprise projects.

*Bilingual Communication Specialist | Nov. 2016- June 2017*

Communicate with concerned entities, regarding the ethics and compliance of over 12,500 clients on a global scale; including 95 of the fortune 100 companies.

- Document ethical concerns of a multitude of organizations globally to ensure compliance and accountability on all levels of the organization while using live translation services to communicate in over 200 languages.

**Cornerstone Logistics Enterprises LLC**                                                    *Nov.2020-Jan.2021*
*IT & Sales Coordinator | Nov. 2020- Jan. 2021*
Ensure effective management of company IT & Sales Resources.
- Digital Asset Management, including but not limited to:
    1. Develop website and ensure it's maintained current and easy to access.
    2. TMS (Transportation Management System)
    3. CRM (Customer Relationship Manager)
    4. Marketing Automation
- Carry out onboarding of new employees & ensure access to the needed tools.
- Development of marketing campaigns

**Allstate Insurance Company- Charlotte, NC**                                              *Oct. 2014-Oct. 2016*
*Bilingual Sales Specialist*
Serviced inbound calls and initiated outbound calls to customers. Sold Auto, Home, Renters, Boat, Motorcycle and Off-Road Vehicle policies to a diverse group of customers.
- Acted as assistant manager for 30 reps, coaching & ensuring their success through ongoing check ins.
- Consistently met and often exceeded monthly sales goals.
- Performed assistant manager duties- unlocked quotes, provided underwriting overrides, supported sales floor and coached new associates in order to improve their sales skills.
- Tracked metrics using advanced Excel functions (macros, formulas and v-lookup).
- Completed the Allstate Leader Development program.

**Technical Skills & Projects (Can Provide More Upon Request):**

**Experience Coding With**:
HTML, CSS, JavaScript, Node.js, Express.js, jQuery, MySQL, ReactJS, MongoDB

**Recipe Search & Repository**
*GitHub:* https://github.com/mliemann/1st-Party-Business-App
*Deployed Link:* https://www.taco-tavern.com/
*Summary:* E-commerce for restaurants to be able to take orders, share their menus & get some stats from the community.
*Role:* Front End & Back End Designer Co-Author
*Tools:* React.js, JavaScript, MySQL, Express, Sequelize, HTML, CSS, Node.js, MySQL, AWS S3, Cloudinary, Rechart.js, Heroku, Cloudflare, Google Domains, Stripe, Bcrypt, Crypto

**EDUCATION:**

**UNCC Full Stack Coding Bootcamp**                                              *Completed October 2021*
- Bootcamp to achieve proficiency in: Browser-Based Technologies (HTML, CSS, JavaScript, jQuery), Databases (MySQL, MongoDB), Server-Side Development (MongoDB, Express.js, React.js, Node.js), Quality Assurance and Deployment

**Kaplan University**                                                                *Graduated* November 2016
- Bachelor of Science in Business Administration (HLC & ACBSP Accreditation)

**SKILLS:**

- Languages: English & Spanish at Native Fluency
- Advanced Microsoft Office Suite user
- Detail oriented with the ability to analyze data to find trends using available software (i.e. Pendo, Excel)
- Use of Salesforce, GitHub, Visual Studio Code, Pendo, FreshWorks, & Gainsight
- Advanced computer troubleshooting skills