

MARLON QUINTERO LIEMANN

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RELEVANT CAREER HISTORY:

SolarWinds

Jul.2021-Present

Expansion Customer Success Manager, Intermediate | 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 135 customers 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 than expected gross retention KPI achieved. 124k in closed sales.

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.

- Ensure accuracy of formal proposals to do business & answer any questions that arise as a secondary point of contact.
- 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.

- Processed new business quotes and thoroughly explained all services available to each customer.
- 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

Recipe Search & Repository

GitHub: [Link](#)

Deployed Link: [Link](#)

Summary: A way to upload & share recipes easily.

Role: Front End & Back End Designer Co-Author

Tools: HTML, CSS, Bootstrap, Vanilla Javascript, jQuery, Font Awesome, Node.js, Express.js, Sequelize, AWS S3, MySQL, Heroku

EDUCATION:

UNCC Full Stack Coding Bootcamp

Ongoing (Expected Completion 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