

# Justin Hudson

Mesa, AZ

-Email me on Indeed: <http://www.indeed.com/r/Justin-Hudson/68df086318889be7>

Astute, results-oriented operations leader with 10+ years of proven success driving revenue growth and brand development. Track record of acquiring and retaining Fortune 500 clients through exceptional sales skills and client nurturing. An inspirational coach that combines leadership skills, business acumen, practicality and an innate skill to push potential into fruition.

## Work Experience

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### **Product Support Manager**

TestMax

June 2020 to Present

Customer Retention & Expansion

LSATMax and BarMax provide strategic coursework to pass the LSAT and Bar Exam. The role is primarily strategic customer support and expansion. Once a student passes the LSAT we want to retain the student until it is time to take the bar exam.

Being a smaller start-up I also help with sales operations and development of processes. Company has doubled in revenue using my business strategies.

### **Derwent Innovation Client Support Consultant**

Clarivate Analytics

Present

Clarivate provides a world class patent database for clients to make informed decisions on future spend on research and development of products.

Lead process implementation and project management new ideas to help provide better CSAT and retention through support channels.

### **Global Product Support Manager**

AppZen - Tempe, AZ

September 2018 to February 2020

Customer Success Management

A hybrid role that is responsible for creating a global customer support program to retain and expand the current client base. Primarily using ZenDesk as a frontline defense for any issues that arise while using AppZen's AI Platform. A secondary role of communicating to customers and providing the explicit ROI that the platform provides to the companies bottom line. Handled 100 calls and 60 tickets per day.

Achievements

- Improved customer satisfaction from 63% to 96%
- Creation of AppZen's Knowledge Base and Internal Training Program
- Helped retain \$3.65 Million Account
- Lead a team of Data Analysts
- Invited to speak at ZenDesk Relate 2020

### **Marketing Operations Manager**

DoubleDutch - Phoenix, AZ

January 2016 to September 2018

#### Customer Marketing and New Client Acquisition

Evolving role inside of a high paced mobile event app start-up. Responsible for bridging the gap between sales, marketing, and product team to deliver the best user experience to end clients. The primary responsibility of working with Fortune

500 marketing and event teams to curate profitable brand events.

#### Achievements

- Secured companies first 150k deal
- Billed \$4 Million in a quarter
- Outbound Sales Process Architect

## Education

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### **BA in Economics**

Northwestern University

2004 to 2008

## Skills

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- Program Development
- Customer Negotiation
- Data Analytics
- Operations Management
- Customer Support
- Coaching/ Mentoring
- Direct sales
- Account management
- Zendesk
- AI
- Outbound Sales
- User Experience (UX)
- Business Analysis
- SQL
- Salesforce
- Jira
- Project Management
- Process Improvement