

Christian Dailey

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Work Experience

Customer Success Manager

SourceScrub, Inc - New York, NY

March 2020 to May 2020

- Quickly ramped up and fostered relationships with private equity accounts including search funds
- Accelerated adoption rate among current clients by demonstrating value and efficacy of the platform
- Negotiated renewal and upsell conversations with existing clients to grow accounts and improve health scores
- Conceptualized and spearheaded creation of internal operation guides and external customer facing tutorial videos
- Position eliminated as a result of COVID-19

Research Manager

GLG, Inc - New York, NY

October 2017 to February 2020

- Cultivated client relationships and conducted project intakes with public and private equity clients as well as hedge fund and investment bank accounts
- Scoped projects and collaborated with clients to develop strategy to provide the best solution
- Coordinated and executed customer projects including liaising with experts for knowledge of specific subjects and facilitate productive conversations with clients across a multitude of industries
- Collaborated and strategized with multiple divisions including Business Development division to grow accounts
- Mentored new team members and assisted with their professional development

Sales Consultant

Yext, Inc - New York, NY

January 2017 to August 2017

- Acquired new business contracts and on-boarded clients
- Conducted web demonstrations of the platform and address client's concerns
- Established rapport and built a relationship with clients to provide a custom solution for their needs

Business Development Manager

IBISWorld, Inc - New York, NY

September 2015 to August 2016

September 2015 - August 2016

- Sought out and built new business by researching categories, identifying targets, cold calling, and networking
- Identified customer pain points and offered consultative solutions that match IBISWorld's product.

- Delivered live and web-based presentations and training sessions to prospective clients.

Sales Consultant

Paychex, Inc - Norwalk, CT

September 2012 to August 2015

- Managed four CT sales territories: Darien, New Canaan, Ridgefield, and Stamford
- Responsible for new client acquisition, management of existing clients, and development of relationships with local certified public accountants
- Conducted business analysis and recommend product platform based on company size, budget, and business requirements which will address client needs

Education

B.A. degree in Political Science

Miami University - Oxford, OH

May 2012

Skills

- Salesforce
- Google Office Suite
- Microsoft Office Suite
- SQL Certified
- Pendo