

Thomas Michael Simon

215 Neva Ave. Glenview, IL 60025

(201)-600-0657

simonthm@gmail.com

An MBA educated problem solver with 10+ years of experience working with SaaS technology clients

Core Competencies:

- Customer Relationship Management
- SaaS Product Delivery Expert
- Software Implementation & Adoption
- Client Success Planning and Execution
- Digital Marketing and Automation
- Client Presentation and Reporting
- Contract Renewal and Negotiation
- Technical Project Management

Selected Professional Profile:

Agentis, Inc – Chicago, IL – 2018-September 2019

Customer Success Manager

- Managed overall relationship for U.S. and South American based utility customers
- Defined Jira onboarding processes for software deployment and worked with the Engineering team to identify and resolve product issues
- Developed and delivered onsite customer training engagements for data analytics software
- Lead clients through post-sale implementation process from signature to stand up
- Built out departmental processes, client KPIs and health metrics

Oracle Corporation – Chicago, IL – 2014-2018

Senior Manager, Customer Success – Oracle Marketing Cloud

Consultant to Enterprise Responsys/Eloqua:

- Managed a \$4 million book of Enterprise clients who invested in Marketing Cloud solutions
- Strategic Success Planning: success metric development, building client & industry-specific (finance, retail, insurance, travel) strategic marketing plans, data architecture, project plan development and conducting business reviews to continuously reassess the approach
- Drove product engagement through deep, hands-on product training and consultation tailored to the clients' individual goals
- Resolved multifaceted business issues through coordination and management of legal, product support, finance, and professional services teams
- Educated client on multi-channel marketing techniques, customer-centric lifecycle approach, and hands-on data development techniques
- Supported complex contract development and negotiation exceeding metrics around renewal and expansion goals, alongside sales and provisioning teams

LinkedIn Corporation – Chicago, IL – 2012-2014

Relationship Manager – Enterprise SaaS Solutions

- Directly responsible for driving \$3 million in yearly revenue for LinkedIn's SaaS business
- Conducted 20+ weekly one-on-one client meetings to strategically consult, provide training and uncover and drive upsell opportunities for the Sales team

Sales Development Specialist – SaaS Solutions

- Responsible for the generation of close to \$1 million in new revenue in seven months
- Achieved and exceeded quota in every single month
- Promoted within seven months of start date

Educational Profile:

Masters of Business Administration (MBA) • UNIVERSITY OF DAYTON (Dayton, OH) • August 2011

Bachelor of Science, FINANCE • UNIVERSITY OF DAYTON (Dayton, OH) • May 2008