

# SUN KIM

(425) 346-9035 • [sunkim0602@gmail.com](mailto:sunkim0602@gmail.com)  
16717 Alderwood Mall Parkway, G404, Lynnwood WA 98037

## OBJECTIVE

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Dedicated and experienced professional with over five years of customer-facing roles in the tech industry, seeking to leverage my extensive background and passion for technology in pursuit of a master's degree in software development. Eager to adopt new skills and deepen my understanding in software engineering principles to support customers from a technical forefront and help drive business solutions.

## SUMMARY OF QUALIFICATIONS

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- Eight years of experience in a B2B client facing and account management roles
- Experience in application tools such as Salesforce, OneNote, Excel, Gainsight, Google Looker, Pendo
- Strong project management skills for strategic prioritization in a fast-paced environment
- Committed to delivering customer value through problem-solving and strategic customer engagement

## PROFESSIONAL EXPERIENCE

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### Sr. Customer Success Manager - Enterprise

Emburse | *Lynnwood, WA (Remote)*

08/2022 – Current

- Manage up to 120 mid-market and strategic enterprise level customers and \$8 million in book of business, maintaining 95% customer retention rate and 115% net revenue retention rate
- Conduct customer quarterly business reviews by analyzing and presenting usage data and aligning customer optimization goals with strategic organizational initiatives
- Oversee the end-to-end customer journey from implementations and onboarding by identifying success measures, tracking project timelines, and collaborating with cross functional team members
- Facilitate customer escalation conversations and meetings with various stakeholders, including price increases, cancellation risks, billing & contracts, process changes, etc.
- Own the “Pendo” application, which analyzes customer’s end user experience data, as a subject matter expert by driving adoption and creating document guides and best practice tips for CSM’s

### Client & Market Development Representative - Enterprise

SAP Concur | *Bellevue, WA*

02/2018 – 08/2022

- Exceeded monthly goals by proactively working with the sales team and third-party partners, contributing to a quarterly pipeline of \$3M
- Collaborated with Marketing to formulate monthly campaigns for pipeline growth, driving marketing activities and customer nurture programs
- Volunteered as the Employee ENGAGE ambassador to promote both on-site and off-site employee engagement activities

### Outside B2B Sales Consultant

Staples Business Advantage | *Auburn, WA*

07/2016 – 02/2018

## EDUCATION

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University of Washington Michael G. Foster School of Business – Seattle, WA  
Bachelor of Arts in Business Administration

09/2011 - 06/2015