

Adam Bishop

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Previous role	Enterprise Customer Success Manager at strongDM
Experience	Security, DevOps, SaaS, Artificial Intelligence, Machine Learning, Enterprise, No-Code

Work experience

<p>Enterprise Customer Success Manager, <u>strongDM</u> 🏢</p> <p>People-first infrastructure access management platform Security · DevOps · SaaS</p> <ul style="list-style-type: none">• Grew and maintained StrongDM's NRR of 130%+, with logo churn less than 2% for 2022• Co-led quarterly G2 review initiative, increasing reviews by 170% from Q2 benchmark• Instrumental in building the Enterprise Customer Success team as second hire	Aug 2022 – Feb 2023 (6m)
<p>Manager, Customer Success, <u>Aisera</u> 🏢</p> <p>AI-Driven chatbot to alleviate internal and external support Artificial Intelligence · Machine Learning · SaaS</p> <ul style="list-style-type: none">• Managed Customer Success of 3 people, leading to 96% logo retention in 2021• Delivered outstanding customer success results, ensuring 91% CSAT	Aug 2021 – Aug 2022 (1y)
<p>Manager, Enterprise Services, <u>WalkMe™</u> 🏢</p> <p>World's first digital adoption platform Enterprise · SaaS · No-Code</p> <ul style="list-style-type: none">• Promoted to lead team of up-to 10 delivery and Customer Success professionals• Hit team targets of TTFV (Time to first value) and NRR in 9 out of 10 quarters• Mentored 5 direct-reports into promotions both internally and externally	Jan 2019 – Aug 2021 (2y 7m)
<p>Senior Customer Success Manager, <u>WalkMe™</u> 🏢</p> <p>World's first digital adoption platform No-Code · Enterprise · SaaS</p> <ul style="list-style-type: none">• Creating cutting-edge partnerships with complex customers that deliver value• Analyzing customer data/metrics and identifying pain points in user experience• Problem solving both in operations and analytics, working across organizations to solve, and present useful recommendations that drive impact• Accurately assessing challenging customer situations and managing needs with tact and leadership	Jan 2018 – Dec 2018 (11m)
<p>Customer Success Manager, <u>WalkMe™</u> 🏢</p>	Nov 2016 – Jan 2018 (1y 2m)
<p>Senior Customer Success Manager, <u>Boomtrain</u> 🏢</p>	Jun 2015 – Oct 2016 (1y 4m)

Customer Success Manager/Technical Onboarding, Boomtrain 

Aug 2014 – Jun 2015 (10m)

Customer Success Manager, E la Carte Inc. 

Feb 2013 – Aug 2014 (1y 6m)

Account Manager/Product Evangelist, PosiQ 

Jan 2009 – Feb 2013 (4y 1m)

Education

San Jose State University

Aug 2010 – May 2012 (1y 9m)

Bachelor of Science Business Administration

Snippets

AWS Cloud Practitioner Certification @ www.credly.com

Earners of this certification have a fundamental understanding of IT services and their uses in the AWS Cloud. They demonstrated cloud fluency and foundational AWS knowledge. Badge owners are able to identify essential AWS services necessary to set up AWS-focused projects.

AWS Solutions Architect – Associate Certification @ www.credly.com

Earners of this certification have a comprehensive understanding of AWS services and technologies. They demonstrated the ability to build secure and robust solutions using architectural design principles based on customer requirements. Badge owners are able to strategically design well-architected distributed systems that are scalable, resilient, efficient, and fault-tolerant.

AWS Developer – Associate Certification @ www.credly.com

Earners of this certification have a comprehensive understanding of application life-cycle management. They demonstrated proficiency in writing applications with AWS service APIs, AWS CLI, and SDKs; using containers; and deploying with a CI/CD pipeline. Badge owners are able to develop, deploy, and debug cloud-based applications that follow AWS best practices.