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Senior Customer Success Manager

Montreal, Canada



SUMMARY

Results-driven Customer Success Manager with 7+ years of experience managing Enterprise and Strategic accounts. Skilled at driving revenue growth, improving Net Revenue Retention (NRR), and maximizing product adoption through tailored success strategies. Recognized for building trusted executive relationships, reducing churn, and delivering measurable customer value. Experienced in aligning cross-functional teams to foster long-term partnerships and elevate customer satisfaction.

EDUCATION

Mcgill University

Masters of Information Studies (MIS)

Harvard Business School Online

Certificate of Management Essentials and Organizational Leadership

University of Kentucky

Bachelor of Arts (Honours)
Integrated Strategic Communications

PROFESSIONAL EXPERIENCE

Principal Customer Success Manager

Vercel | 2022 - Present

- Managed a \$12M book of business, cultivating strong relationships with enterprise accounts and serving as a trusted advisor to drive adoption and retention.
- Drove revenue growth through strategic upsell and cross-sell initiatives, achieving a Customer Retention Rate (CRR) of 138%.
- Spearheaded the successful onboarding of new clients, reducing time-to-value by 25% by developing and delivering comprehensive product training and implementation plans.
- Represented the Voice of the Customer (VoC) by collaborating with Product and Engineering to translate client feedback into actionable insights, influencing the product roadmap and improving overall user experience.
- Conducted Executive Business Reviews (EBRs) to align on strategic goals, showcase product value, and proactively identify opportunities for account expansion and risk mitigation.
- Improved customer health metrics, increasing CSAT scores by 15% and reducing churn by 10% through data-driven insights and proactive client advocacy.

Customer Success Manager

Darktrace | 2021 - 2022

- Managed a book of 65 key accounts, serving as a strategic liaison to align customer needs with Darktrace platform capabilities and drive account value.
- Delivered data-driven insights during Quarterly Business Reviews (QBRs) to empower customers and foster self-sufficiency, resulting in a 15% increase in user engagement within two months.
- Led the implementation of a Health Score Card and optimized support ticket triaging, improving customer satisfaction by 20% in Q4 and reducing resolution times.
- Built strong relationships with C-level and Director-level executives, ensuring alignment and fostering long-term partnerships.
- Acted as a key link between customers, Account Executives, and Cyber Technicians to identify risks, trends, and recommend successful remediation strategies.
- Maintained 100% data integrity in CRM by documenting all customer interactions, follow-ups, and sales activities, supporting accurate forecasting and reporting.

SKILLS

- Salesforce CRM
- HubSpot CRM
- Preset
- BoostUp
- Planhat
- Monday.com
- Jira
- Honeycomb
- Github
- Gainsight
- Customer onboarding & training
- Upselling & Cross-selling
- Escalation & risk management
- Customer lifecycle management
- Renewal & retention strategies
- Customer health scoring
- KPI tracking & reporting
- Net Revenue Retention
- Executive business reviews
- Cross-functional collaboration

ACHIEVEMENTS

- Recognized as the top-performing CSM for **three** consecutive quarters with **zero** churn.
- First CSM to hit 138% of my target.
- Top performing CSM with most expansions in a quarter.

CERTIFICATIONS

- Certified Scrum Master
- Project Management Professional (PMP)

PERSONAL PROJECTS

Vercel Hiring and onboarding initiative for new Employees and Customers

- Conducted interviews and provided support in the recruitment of Technical Consultants, Customer Success Managers, and the Director of CS.
- Mentored four junior CSMs on account management best practices, improving team efficiency and customer satisfaction.
- Developed customer success playbooks and onboarding training materials to standardize onboarding and adoption, enabling the CS team to effectively welcome new clients and improving time-to-value by 20%.
- Propose new policies and modifications to existing ones to continuously enhance the customer experience and reduce customer escalations.

GTX Vosker One-One Onboarding & Customer Retention Program

- Developed and delivered onboarding materials for new hires, streamlining role clarity and accelerating ramp-up.
- Served as primary point of contact during onboarding and training, ensuring smooth transitions and a high-quality CSM experience.
- Implemented process improvements that enhanced customer experience, increased retention, and supported business system enhancements.

LANGUAGES

- English: Native or Bilingual proficiency
- French: Limited Working Proficiency

PROFESSIONAL EXPERIENCE

Senior Customer Success Manager

GTX Vosker Telecom | 2018 - 2021

- Managed a portfolio of 50 accounts, serving as the primary liaison to align customer needs with product capabilities and ensure long-term success..
- Partnered with Product, Design, and Engineering to provide actionable customer insights that informed strategy, influenced roadmap priorities, and improved client outcomes.
- Developed and implemented customer success playbooks and onboarding programs, standardizing processes and reducing time-to-value for new clients by 20%.
- Drove adoption, engagement, and satisfaction by executing customer feedback initiatives, business reviews, and proactive support strategies.
- Managed renewals and strategic pricing negotiations, achieving 97% customer retention while acting as the primary escalation point for complex issues.
- Collaborated with cross-functional teams including Account Executives and Inside Sales to deliver large-scale client projects and resolve challenges efficiently.
- Produced research-backed customer journey maps, reports, and personas that aligned stakeholders, optimized client experience, and reinforced a customer-first culture.