**[Customer Success Manager](https://www.postjobfree.com/resume/ad09c7/customer-success-manager-salem-ma)**

**Location:**Salem, MA

**Posted:**November 18, 2023

**Contact Info:**

derekscolman@gmail.com

508-932-5171

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**Resume:**

?DEREK S. COLMAN

508-932-5171 / derekscolman@gmail.com / Salem, MA / linkedin.com/in/derek-colman

PROFESSIONAL SUMMARY

Experienced customer success professional having served as direct point of contact with senior management for many of the world?s largest organizations such as Aetna, Prudential, and Carnival Corporation. Taking a proactive approach focusing on high retention rate, upsell opportunities, and relationship building.

TECHNOLOGY/SOFTWARE

Proficient - Salesforce, JIRA, Adobe PDF, MS Word/Office and proprietary back-end webhosting systems

PROFESSIONAL EXPERIENCE

SAI360 (https://www.sai360.com/) - Watertown, MA Dec/2021 ? Present

Develop and deliver leading edge Ethics and Compliance training programs for clients by devising effective project plans and timelines. Prepare and present infographics and PowerPoints for client onboarding and retention. Build customer relationships for promoting retention and loyalty. Collaborate closely with customers to ensure satisfaction with the services and to improve upon areas of dissatisfaction. Administer client portfolios while sustaining business growth and profitability by maximizing value. Analyze customer data to optimize customer experience.

Client Success Manager (remote)

? Primary point of contact for training program requests, providing consultative support for a client portfolio consisting of Enterprise-level companies like MillerKnoll, Emerson Electric, and Bumble while maintaining 99% client retention rate and acting on upsell opportunities

? Lead successful management of over a dozen large-scale compliance projects simultaneously valued at $1 M annually

? Streamline client life cycle process by overseeing all aspects involving content development, initial implementation, ongoing curriculum strategies, data integrity and issue resolution

? Effectively collaborate across teams in sales, account management, editing, product development and client services to ensure quality and timely services are delivered to clients

? Continually educate and train clients on new product features, enhancements, and industry best practices

? Communicate client feedback, high-level issues, and recommendations to effect change and enhance services and product offerings

? Work in a fully remote capacity

Notified (https://www.notified.com/) - Boston, MA (acquired division from Nasdaq) Jan/2018 ? Nov/2019

One of the global leaders in tech-enabled services in the communication environment. Provides a broad range of network infrastructure solutions that support client?s critical communications.

Senior Website Service Manager (remote)

? Primary point of contact for webhosting requests, providing consultative investor relations support for large client portfolio consisting of Enterprise-level companies like Halliburton, Sonoco, and PNC Financial Services while maintaining 99% client retention rate and acting on upsell opportunities

? Successfully handled 60 consecutive client quarterly earnings events with 0% service impairment rate

? Managed 150+ clients through four system platform migrations over the course of 15 years with less than 1% attrition for cancellation

? Effectively collaborated across teams in sales, account management, editing, web development, product development and client services to ensure quality and timely services were delivered to clients

? Continually educated and trained clients on new product features, enhancements, and industry best practices

? Communicated client feedback, high-level issues, and recommendations to effect change and enhance services and product offerings

? Mentored multiple junior team members over the course of my career

? Worked in a fully remote capacity

Nasdaq (https://www.nasdaq.com/) ? Boston, MA (acquired division from Thomson Reuters) Dec/2012 ? Jan/2018

An American stock exchange. It is ranked second on the list of stock exchanges by market capitalization of shares traded, behind only the New York Stock Exchange.

Senior Product Specialist (remote) Nov/2014 ? Jan/2018

? Main point of contact for webhosting and webcasting requests and provided consultative investor relations support for client portfolio which included companies like Aetna, Honeywell, and The Children?s Place while working 50% of the time remotely

? Collaborated with internal groups to ensure quality and timely services are delivered to clients

? Maintained/updated the content and code of client Investor Relations websites, and provided quality execution of client webhosting requests

? Kept clients informed on new webhosting product features, system enhancements, and industry best practices to ensure they took full advantage of the services offered them

? Communicated client feedback, high-level issues, and recommendations to effect change and enhance services and product offerings

? Worked in a hybrid capacity

Relationship / Account Manager Dec/2012 ? Nov/2014

? All of the above duties plus Account Manager-type responsibilities such as discussing contracts and making sales pitches for new products

Thomson Reuters (https://www.thomsonreuters.com/) ? Boston, MA Jun/2004 ? Dec/2012

Thomson Reuters is the world?s leading provider of news and information-based tools to professionals.

Senior Client Service Manager / Product Specialist

? Primary point of contact for webhosting and webcasting requests for client portfolio which included companies like Mastercard, McGraw Hill, and BNY Melon

? Collaborated with internal groups to ensure quality and timely services are delivered to clients

? Maintained the content of client websites and provided quality execution of client requests

? Educated and trained clients on new product features, enhancements, and industry best practices

EDUCATION

North Adams State College (currently Massachusetts College of Liberal Arts) ? North Adams, MA

Bachelor of Science in Business Administration ? Marketing Concentration