

# Sara Madanat

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## EXPERIENCE

### **Medallia-Zingle, Customer Success Manager**

June 2018 - Current

Manage, onboard and maintain a portfolio of over 250 customers.

Booked over \$64,000 in recurring revenue in 2020.

Lead numerous on-site training for new products and software deployment.

Collaborate with the Product team on creating new/modifying existing product features based on customer feedback and trends.

Spearhead and conduct troubleshooting for major product rollouts.

### **Revinate, San Francisco — Support Specialist**

October 2015 - March 2017

Reduced customer service email response time by 30%, leading to increased customer satisfaction.

Managed Desk support tickets and phone support for over 30,000 global customers.

Identified and helped troubleshoot bugs across the full Revinate Product Suite (Marketing, Reputation, and Surveys).

Hosted monthly video training using GoToWebinar for top-tier North America customers.

### **Apptuto, Marketing Intern**

June 2015 - November 2015

Built and executed social media strategy through competitive and audience research.

Assisted CMO on testing paid marketing channels and setting up analytics.

## EDUCATION

**San Francisco State University, Hospitality & Tourism Management**

## SKILLS

Identify and develop Product features based on customer feedback and usability.

Online community management, creating creative & engaging content.

Data-driven, quick learner, problem solver and analytical.

Ability to adapt to changing customer success landscapes by regularly developing and enhancing training & support methods.

Proficient in: MS Suite, JIRA, Salesforce, MailChimp, Zendesk, and Strikedeck..

Familiar with HTML and CSS.

## LANGUAGES

Fluent in Arabic

## ACTIVITIES

Habitat For Humanity, volunteer

GLIDE (Feed the Hungry), volunteer

Muay Thai