

# SHIVANI PATEL

San Francisco, CA 94114

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## Customer Success Manager

### PROFILE

Collaborative, insightful, and results-driven sales and operations leader leveraging human-centered design to incorporate relevant solutions and services into clients' initiatives to achieve desired outcomes. Trusted advisor with an impressive track record of driving strategy to increase growth, retention and revenue across accounts. Utilize data and collaborate cross-functionally to continuously provide additional value to clients. Leverage in depth understanding of business operations, and a high emotional IQ to serve clients with the utmost levels of quality, innovation and integrity. Eager to join a passionate team of professionals creating meaningful impact through innovative technology.

### PROFESSIONAL EXPERIENCE

Director of Customer Success | Meet Jolt | San Francisco, CA

March 2017- Present

[jolt.us](http://jolt.us)

- Manage a portfolio of strategic enterprise customers (35+), driving adoption, engagement and expansion
  - Generated \$50k in revenue via upsells and renewals; generated \$30k in new revenue
  - Expanded company portfolio from 20 accounts to 35+, book of business valued at ~\$700k
  - Exceeded CS quota by 50% for four (4) consecutive months, converted 25% of existing accounts into customer references
  - Maintained a company-wide NPS of 8.7, 80% renewal rate, and 85% engagement rate
- Execute on all phases of the Customer Success including design and implementation of initial deployment, and change management strategies, onboarding, business performance reviews, roadmap advisory, and renewal touchpoints
- Nurture and influence C-level stakeholder relationships to create internal product champions
- Identify gaps and opportunities for growth and expansion; provide recommendations and execute implementation strategies
- Liaise cross-functionally with Product, User Ops, and Sales as a customer champion; lead initiatives to increase adoption, engagement, and drive additional value based on customer feedback, insights and data

Managing Director | Oasis Collections | San Francisco, CA

July 2016 - February 2017

[oasiscollections.com](http://oasiscollections.com)

- Led the launch of Oasis Collections in San Francisco, their most competitive destination;
  - Achieved 230% of initial launch quota, maintained an NPS of 8.8
  - Signed 12+ new enterprise accounts; generating \$30k in annual revenue
  - Recruited, hired, trained and managed a team of 3
- Spearheaded complex negotiations and deal flow driving growth and brand awareness locally and globally
  - Initiated partnership with Airbnb which resulted in 40% of Oasis homes being listed on Airbnb
  - Forged partnerships with corporate housing companies, real estate developers and multi-unit building owners to diversify and expand local inventory, increased worldwide inventory by 8%
- Developed pricing strategy, rate schedules, and forecasted occupancy for each home
- Forged 10+ new strategic partnerships across industries to deliver a more curated, flawless guest experience in San Francisco
- Collaborated with Senior Leadership to identify areas of growth, define regional revenue targets and execute Oasis' aggressive expansion strategy

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ogaGrowth & Customer Success | KidAdmit, San Francisco, CA  
2016

July 2015 - June

[kidadmit.com](http://kidadmit.com)

- Co-led expansion and go to market strategy;
  - Increased active school listings from 1,500 - 10,000 nationwide
  - Maintained an average close rate of 20%
- Managed 50+ client accounts; onboarded, trained, monitored and analyzed usage
- Conducted strategic and operational reviews to evaluate needs, growth opportunities and strategic direction
- Architected and defined first Customer Success program
- Worked closely with Product team to analyze business needs and strategic direction based on insights and feedback
- Represented KidAdmit at industry events, conferences, and online webinars

## ADDITIONAL EXPERIENCE

Program Management Analyst | U.S. Agency for International Development (USAID) | Washington, DC  
June 2010 - July 2014

[www.usaid.gov](http://www.usaid.gov)

- Managed projects in Africa, Asia, Europe, Latin America and the Middle East with focus on disaster relief, education, mobile banking and climate change

Director, Business Development & Operations | JIBA Hospitality Group | Tampa, FL August 2008 - May 2010

*Family owned and operated hotel group managing a \$100m+ portfolio.*

- Managed new hotel construction including land purchase, construction oversight, sourcing, operations, and business development (\$6.5m budget)
- Oversaw management and operations of 2 additional hotels simultaneously

## EDUCATION

- Master of Arts  
Real Estate Development;  
**Georgetown University** c/o 2012  
(magna cum laude)
- Bachelor of Science  
Business Administration; Marketing  
Minor in Real Estate & Education  
**University of Florida** c/o 2008

## SKILLS

- Gainsight
- Spanish
- Resourceful
- Cross-functional Leadership
- Relationship Management Expert
- Event Planning

## CERTIFICATES

- Customer Success (([Success Hacker, Level 2](#)))
- Real Estate Broker's License (in progress)
- Yoga Teacher 200 Hour (training in progress)