

Bilingual leader providing the highest level of service to clients from SMB to enterprise. Seasoned at developing a team that delivers a solution and service to meet customers' requirements and leading strategic planning for adoption and revenue growth. Excel at building trusted relationships and advocating for customers.

Professional Experience

SOFTBANK ROBOTICS AMERICA · San Francisco, CA / Remote

CUSTOMER SUCCESS MANAGER 4/2020 – PRESENT

Ensure that clients are successful in meeting their goals to provide safe spaces during Covid-19 with autonomous vacuums and SaaS products.

- Achieved a 64 NPS within \$3M ARR book of business across building services, hospitality, healthcare and education verticals
- Increased revenue across accounts by 5% through delivering excellent virtual onboarding and c-suite Quarterly Business Reviews
- Peer advisor and coach for other customer success managers [CSM]s, creating internal feedback process within CS team.
- Strong product advocate in tracking customer feedback and partnering with product and design teams to make improvements and fix bugs.
- Led the partnership enablement efforts, customer success initiative and first client implementation in Canada during Covid-19.

GOLDEN GATE UNIVERSITY · San Francisco, CA

PROGRAM MANAGER – AGENO SCHOOL OF BUSINESS 8/2019 – 4/2020

Administered and managed all aspects of the Doctor of Business Administration program.

- Managed budget, staff and overall experience of customers in the program, which resulted in 90% retention year-over-year.

DIRECTOR – STUDENT EXPERIENCE 8/2017 – 4/2019

Developed and implemented customer service strategy for 3k+ individuals on campus and online. Improved processes and procedures to optimize workflows and productivity. Created retention programs and strategies to engage study population.

- Increased customer satisfaction by 10% in year-over-year comparisons by improving customer service practices with 80% of customer population rating service from department as Good or Excellent.
- Created KPIs to determine department's impact and measure team goals.
- Automated department processes by designing and executing entire customer lifecycle in Salesforce.com.
- Hired, onboarded, trained and supervised customer service team members.
- Led cross-functional projects between internal departments.

ASSOCIATE DIRECTOR – STUDENT EXPERIENCE 8/2015 – 8/2017

Led student advisory team for domestic and international students. Created and directed team projects and oversaw department's budget planning and tracking. Worked to align the department with University's overall strategic goals.

- Coached 7 advisors to maintain retention of graduate students at 80%+ year-over-year.
- Led initial implementation and developed strong working knowledge of Salesforce.com.

ASSOCIATE DIRECTOR – INTERNATIONAL STUDENT EXPERIENCE 1/2013 – 7/2015

Led team in providing customer service and coaching to international students until merger of units created a single department.

- Increased team size by 40% for better customer service and engagement.
- Increased enrollment of international students year-over-year.
- Successfully initiated and completed conversion of all student forms from paper to electronic records.

ASSISTANT DIRECTOR - INTERNATIONAL STUDENT EXPERIENCE 9/2008 – 12/2012

Coached international students from point of inquiry, through enrollment process, retention and graduation.

- Coordinated participation of and attended recruitment events locally and abroad.
- Directed sales and retention of 200+ customers at a time.

THE AES CORPORATION · Caracas, Venezuela

CORPORATE COMMUNICATIONS AND ADVERTISING EXECUTIVE 6/2006 – 4/2007

Established and rolled out internal communication campaigns. Partnered with third party vendors to develop national advertising campaigns that educated customers on best practices and reduced injuries and outages.

- Supported planning of corporate events and social responsibility projects.
- Coordinated the development of printed and electronic communication campaign materials.

Education

Master of Science in Integrated Marketing Communications

GOLDEN GATE UNIVERSITY | San Francisco, CA

Bachelor of Science in Mass Communication

UNIVERSIDAD CATOLICA ANDRES BELLO | Caracas, Venezuela

Skills

Account management, customer experience, team leadership, communication, cross-functional leadership, reporting and analytics, problem solving, time management, coaching, conflict resolution, change management.

Technology: Salesforce.com, Hubspot, Asana, Slack, Zoom, Microsoft Office, G-Suite.