

Erin M. Laméy

Woodland Hills, CA | (818) 918-8391 | erinlamey@gmail.com

SUMMARY

Seven years' experience in Account and Customer Success Management managing Fortune 500 companies. Responsible for upwards of \$70M in revenue while consistently exceeding 95%+ retention goals, and up-selling Enterprise accounts. Developed the Customer Success department for the G Suite practice at SADA Systems, leading a team of four employees. Additional background in public relations, data collection and behavioral research at Columbia University.

PROFESSIONAL EXPERIENCE

SADA Systems, Inc.

Los Angeles, CA

Customer Success Manager, G Suite | Cloud | Enterprise Search

January 2017 – Present

- Developed the new G Suite Customer Success department at SADA Systems, including the creation of CSM Standard Operating Procedures (SOPs), Quarterly Business Review (QBR) program, G Suite Adoption Playbooks, and Product Roadmaps.
- Hired and managing a team of four employees on the Customer Success team. Lead the execution of CS-owned projects, meeting renewal goals, proactive customer engagement, contract management, and team meetings with departments.
- Managed \$70M of recurring revenue (400+ assigned accounts), while maintaining 105%+ revenue retention.
- Conduct monthly and quarterly meetings reviewing Google's product updates and roadmaps, G Suite adoption, Change Management, and organizational and technology objectives with IT and Business leaders.
- Identify and work with AM's on all G Suite upgrades and net-new partner sales.
- Negotiate sales, renewals and approvals with Google reps and other partner solutions (e.g. Carahsoft, Softwatch, Okta, BetterCloud, Backupify, Spanning, Virtru, Synnex, RingCentral, AODocs, etc.).

FilmTrack, Inc.

Los Angeles, CA

Account Manager

January 2016 – December 2016

- Managed 180+ accounts comprised of broadcasters, production studios and film distributors, including, Starz, A+E, Miramax, and Lionsgate, for leading SaaS solution of content, rights, and royalties management.
- Maintained 95% customer retention for assigned accounts totaling \$3.5 million in revenue. Increased profits by \$500k through subscription upticks, cross-selling products, and professional services.
- Facilitated the development of an AM/CSM department with the CRO by implementing procedures across teams.
- Conducted review calls, demoed software updates, communicated feedback in executive meetings, and provided resolutions for outstanding requests and user concerns.
- Closed multi-year renewals, and assisted in creating presentations and RFPs for enterprise net-new sales.

Meridian-IQ (acquired by Discovery Data)

New York, NY

Key Account Executive

April 2012 – December 2015

- Managed 350+ accounts, including Goldman Sachs, J.P. Morgan, Morgan Stanley, and BlackRock, in adoption, product trainings and support for leading supplier of online financial databases and advisor market information.
- Aided in developing an Account Management department by creating a customer lifecycle process, implementing organizational software and creating company standards in managing clients across departments.
- Conducted software trainings via webinar demos and quarterly review calls to ensure adoption and stickiness.
- Uncovered pain points, provided workflow recommendations, and assisted clients with launching email marketing campaigns and CRM integration (manual and API).
- Acted as Master of Ceremonies for National Financial Advisor Week, hosting 7 hours of financial panels.

Research Analyst

- Developed Freedom of Information Act (FOIA) request strategy by analyzing previous workflow and cultivating working relationships with government agencies. Increased delivery turnaround of FOIA data to 2-4 states per week (previously 5 states per 2 months).

MLG Public Relations

New York, NY

PR Assistant

July 2011 – February 2012

- Created unique press releases and public relations pitches for PR firm specializing in the food, beverage and hospitality industries of the Tri-State area, resulting in 10 media placements.
- Communicated with key editors at top NYC media outlets, including Village Voice, AM NY, NY Metro and airline inflight magazines to garner publicity for multiple clients' promotional activities and product placements.

Columbia University – Tory Higgins Behavioral Research Lab

New York, NY

Research Assistant

October 2009 – May 2011

- Conducted extensive behavioral experiments focusing on an individual's motivational state during goal pursuit. Managed all subject interactions, experimental manipulations and documentation.
- Generated problem-solving strategies to create more efficient experiments. Collected and coded results to conduct the analysis.

SKILLS

Security Compliance: High-level knowledge of GDPR, FedRAMP, HIPAA, FINRA, SEC, MPAA, and SOC2.

Cloud/Software: G Suite, Google Cloud Platform, Jamboard, Microsoft Office Suite (O365, Exchange), Salesforce, Box, Dropbox, BetterCloud, Backupify, Virtru, cloud storage, telephony solutions (RingCentral, Vonage, etc.), Softwatch, Okta, HubSpot, Pardot, Webinar Software, ZenDesk, Jira, Slack, Dropbox, Adobe Photoshop, Lightroom and Premiere, Mac and PC proficient.

Professional: Account Management, Customer Success Management, Customer Retention and Renewal, Software-as-a-Service (SaaS), Infrastructure-as-a-Service (IaaS), Sales Growth, Up-selling, Cross-selling, Software Training and Implementation, Client Issue Resolution, Product Demos, CRM Integration, Drip Campaigns, Cold Calling, Email Marketing Campaigns, Administrative Support, Research, Data Collection, Experimental Psychology.

EDUCATION

Columbia University

Bachelor of Arts in Psychology

Google University (Partnerships)

(G Suite Apps 400) Introduction and Foundations of Change Management

(G Suite Apps 600) Introduction and Process of Transformation Labs