

## KATE GRACE BOYER

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### **Friendbuy | Customer Success Manager**

**01.18 – Present**

- Lead every aspect of post-sale relationship including onboarding and training
- Increase customer retention, upsells and referrals through proactive customer support
- Deliver ongoing strategic guidance and analysis to help customers achieve high growth
- Build relationships with key executives and lead Executive Business Reviews
- Serve as a liaison between the customer and technical support teams to ensure customer needs are understood and met; escalate when necessary
- Align with Product to record customer feedback; driving product roadmap
- Answer technical questions and work with Engineering on advanced integrations

### **MomentFeed | Senior Client Success Manager**

**04.14 – 01.18**

- Managed top enterprise clients to drive adoption, expansion and satisfaction
- Established a trusted adviser role with key stakeholders within each brand
- Led in person meetings with executive stake holders, resulting in actionable Success Plans
- Assure that clients are adept at all aspects of self-service of software and analytics
- Project-managed numerous pilot tests of new technology
- Hosted co-marketing webinars with Facebook to educate customers; increasing adoption by 60%
- Developed client success stories, case studies and client advocacy

### **KBR Beauty | Sales Associate**

**12.12 – 04.14**

- Worked alongside founder in promoting and building niche beauty brands
- Led sales into top retailers including Neiman Marcus, Bergdorf Goodman, Henri Bendel, Barneys
- Account management; including tracking of all account sales, distribution and Public Relations

### **Education**

California State University, Monterey Bay

Major: Bachelor of Science – Kinesiology

(Concentration: Wellness)

### **Skills and Interests**

Salesforce, JavaScript, APIs, HTML, CSS, JIRA, Atlassian Cloud, PowerPoint, Excel, Asana