

KEVIN LE

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PRACTICAL SKILLS

- Exceptional ability in developing customer loyalty and client relationships
- Well versed, professional and friendly communication skills, and experience in SaaS products
- Adept with new technology; proficient knowledge in Salesforce, design, and data analytics
- Ability to work effectively in fast-paced environments; efficient in both team and self-directed settings
- Team leader for trainings, product knowledge, and day-to-day processes

PROFESSIONAL EXPERIENCE

InVisionapp Inc.

San Francisco, CA

Enterprise Customer Success Manager

10/2015 - Present

- Manage accounts such as LinkedIn GoPro, Slack, US Bank, and other major enterprise clients
- Highest customer retention Q2-Q4 in 2016, and overall highest team gross retention at 90%+
- Exceeded quota at 133% net retention; \$270k in upsells on top of renewal quota in 2016
- 1.3 million in total bookings in 2016; \$345k in Q1 of 2017
- Drive onboarding, adoption and create upsell opportunities through weekly engagements, on-site visits and remote training

APTTUS Corporation

San Mateo, CA

Customer Success Manager

03/2015 – 10/2015

- Serve as a customer advocate by triaging support issues and providing training resources
- Coordinate complex builds between customer teams and internal professional services
- Manage post sales and post implementation relationships while maintaining a 93% retention rate
- Consult on additional products and facilitate QBR's to show ROI and value
- Manage a mix of enterprise and mid-market accounts totaling 1M+ in ACV

Tableau Software

Seattle, WA

Enterprise Customer Success Manager

05/2014 – 03/2015

- Exceed quota at 112% - Closed over 300k in software renewals and add-on business in 3 months
- Strategically build relationships/create upsell opportunities in a highly transactional work environment
- Increase closed/lost business by 7% in SW territory (Top rep in Q3), and maintain over 90% retention
- Onboard customers and provide detailed walk-throughs on license and portal management
- Generate leads in Salesforce and work closely with account management team to expand business
- Navigate dashboards, reports, and quoting tools to provide renewal quotes to enterprise customers

Kareo, Inc.

Indianapolis, IN

Customer Success Manager

12/2011 – 05/2014

- Guided new practices and billing companies through a software implementation process
- Managed a pipeline of accounts that generated monthly revenues of 400k to 2+ million
- Retained over 80% of all new clients and upsell clients to premium services and subscriptions
- Provided consulting on best practices for medical billing; stay up to date on new changes industry-wide

EDUCATION

University of California, Irvine

Irvine, CA

Bachelor of Arts Degree, Psychology & Social Behavior

06/2011