

Timothy Brown

Senior Customer Success Manager

310-359-5498 | timothy.rw.brown@gmail.com | [linkedin.com/in/timothyrobinbrown](https://www.linkedin.com/in/timothyrobinbrown)

A customer success leader who specializes in using data to build authentic relationships. My background includes building on-boarding programs that set up customers for success, identifying product adoption metrics, and developing proactive strategies that maximize product value and customer growth. I am a customer experience advocate who can contribute many best practices to the care and happiness of your customers.

Skills and Expertise

- Account Management
- Project Management
- Digital Marketing
- Data Analytics
- Presentations
- Sales and Renewals
- Salesforce and Gainsight
- Product Training
- Spreadsheets
- Public Speaking
- Quantitative Research
- Qualitative Research
- Problem Solving
- Team Leadership
- Strategic Planning
- Collaboration
- Innovation
- Mentoring

Professional Experience

ABSOLUTE SOFTWARE | Vancouver, BC | Los Angeles, CA
Senior Customer Success Manager (2017-Present)

Launched a brand new customer success team focused on maximizing the value of Absolute's most strategic accounts. Developed the foundation of the team by creating a scalable customer journey framework, and helping grow the team from two to six people.

- Recognized with a company innovation award in February 2018 for the program's success.
- Supported the growth of the team from two to six employees in its first six-months.
- Provided sales with leads worth over \$1 million dollars in the first year of the program.

VISION CRITICAL | Vancouver, BC
Senior Customer Success Manager (2014-2017)

Responsible for leading key Fortune 500 accounts and supporting their market research projects. Managed an account portfolio of over \$2 million dollars annually. Coordinated project management, site visits, and business reviews. Rapidly promoted due to strong performance.

- Generated 20% additional account revenue through renewals and expansion in 2016.
- Led accounts that would be invited as case-study speakers at market research conferences.
- Identified strategic insights through stakeholder interviews and analysis of client metrics.

Professional Experience (Continued)

WHOLE FOODS MARKET | Vancouver, BC
Manager of Customer Experience (2009-2014)

Tasked with improving the everyday customer experience. Strategic focus to improve retail execution and develop operational improvements. My responsibilities included managing the team and its personnel, fostering cross-collaboration among departments, and leading vendor relationships.

- Led qualitative research projects—innovated monthly customer focus groups to understand trends and identify strategic insights.
- Supported the growth of the company in the local area by helping to mentor and coach over twenty top performers into leadership and management positions.
- Led-the 1st, 2nd, and 3rd most profitable Whole Foods Market store in the entire company in 2010, 2011, and 2012.

Education

UNIVERSITY OF BRITISH COLUMBIA | Vancouver, BC
B.A., Political Science (2006 to 2009)

BRITISH COLUMBIA INSTITUTE OF TECHNOLOGY | Vancouver, BC
Marketing Communications and Social Media (2013-2014)

Volunteer

GREATER VANCOUVER FOODBANK | Vancouver, BC
Recruitment and Labor (2013-2015)

NORTH SHORE COMMUNITY GARDEN SOCIETY | Vancouver, BC
Recruitment and Labor (2014-2015)

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June 28 2018,

Dear Andrey Khusid,

I am a builder who understands from experience how to design customer success programs that resonate and inspire. I create data-driven foundations, from which I develop strategies to maximize product value. I know how to measure customer metrics—such as product adoption and user engagement—and turn those into proactive insights that result in successful onboarding and renewal strategies. I am a customer experience advocate who will contribute a cross-functional drive to achieve common goals for both Real Time Board and its customers.

I would love to help you produce a world-class customer experience.

All the best,
Timothy Brown