

Hector Turner

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SUMMARY

Customer Success leader with 10 years of progressive **SaaS** experience across strategic account management, **renewals, retention, expansion**, adoption, and value realization. Six years of people leadership include directing CSM teams, setting performance expectations, coaching customer conversations, supporting onboarding, and planning capacity for high touch portfolios. Executive relationships remain central, with hands on ownership of complex renewals, cancellation risk, multi threaded stakeholder coverage, and outcome based success plans. Operating rhythms connect GRR, NRR, churn, forecast accuracy, NPS, adoption, health scores, and renewal timing with practical playbooks and resource decisions. Cross functional partnership with Sales, Finance, Product, Marketing, Support, and Deal Desk has strengthened commercial execution and escalation resolution. Brings credible executive communication, product fluency, coaching discipline, and practical judgment that support durable customer value.

EXPERIENCE

Director, Strategic Customer Success

January 2023 to Present

BrightPeak Workforce Software

Atlanta, GA

Directs eight CSMs serving enterprise SaaS customers, with ownership of retention, expansion, adoption, executive engagement, renewal readiness, operating metrics, and team development.

- Led eight CSMs across enterprise accounts, setting retention and renewal expectations for priority portfolios.
- Inspected books of business through OKRs, **escalations, cancellation risk**, forecasts, and inactive account reviews.
- Reviewed Gong recordings, coaching discovery, **ROI framing**, negotiation, and **objection handling** for complex renewals.
- Built executive coverage plans that protected relationships when account champions changed or senior sponsors shifted.
- Established dashboards for GRR, NRR, churn, uplift, NPS, **adoption**, health, and business review completion.
- Partnered with Sales, Finance, Product, Marketing, and Support on terms, escalations, themes, and **onboarding**.

Senior Manager, Customer Success

April 2020 to December 2022

CloudHarbor HR Systems

Charlotte, NC

Managed six CSMs across high touch recruiting software accounts, balancing coverage, renewal discipline, adoption, detractor recovery, enablement, and team performance.

- Managed six CSMs serving high touch recruiting software accounts with disciplined coverage and renewal planning.
- Introduced success plan reviews linking customer outcomes, adoption signals, health thresholds, and renewal strategy.
- Coached **multi threaded relationships** and **power maps**, strengthening executive reviews across complex stakeholder groups.
- Built renewal inspections that surfaced zero activity accounts and improved intent, **churn**, and expansion **forecasts**.
- Owned NPS detractor plans and SLA escalation reviews, improving action visibility during customer recovery efforts.
- Delivered workshops on **product knowledge**, executive communication, **negotiation**, and account strategy for team growth.

Customer Success Team Lead

July 2018 to March 2020

Nexora Business Applications

Raleigh, NC

Led a four person CSM pod for mid market and enterprise software accounts while retaining direct ownership of priority relationships, renewals, and expansion opportunities.

- Led a four person CSM pod while retaining direct ownership of priority enterprise relationships.
- Structured **renewal discovery** around outcomes, adoption gaps, commercial concerns, and future use cases.
- Partnered with **Deal Desk** and **Sales** on proposals, approved pricing exceptions, and forecast discipline.
- Built weekly reviews around **health scores**, usage, escalations, renewal dates, and relationship coverage.
- Synthesized detractor feedback for **Product** and Support leaders, connecting evidence with roadmap discussions.
- Coached newer CSMs through call reviews and account planning, improving executive communication and **objection handling**.

Strategic Customer Success Manager

June 2016 to June 2018

VertexHire Solutions

Nashville, TN

Managed strategic recruiting software customers through outcome based **success plans**, stakeholder coverage, adoption reviews, escalation coordination, renewal forecasting, and expansion planning.

- Managed strategic recruiting software accounts through outcome based plans tied to hiring workflow goals.
- Prepared **renewals** through stakeholder discovery, usage analysis, risk identification, and documented account strategy.
- Built relationships across recruiting operations, HR **leadership**, procurement, and executive sponsors.
- Coordinated product and Support escalations through action plans and customer updates during high priority issues.
- Maintained account health, renewal forecasts, adoption notes, and executive review commitments in **CRM** systems.
- Presented customer outcomes and **expansion** opportunities to Sales and leadership partners for **retention** decisions.

PROJECTS

Strategic Renewal Operating Model 📅 2023

Turned renewal signals into practical inspection routines covering intent, zero activity flags, risk, forecast quality, approved exceptions, and executive engagement.

Customer Health and Value Reporting 📅 2022

Connected GRR, NRR, churn, NPS, adoption, health scores, uplift, and business reviews through clear portfolio reporting for leadership decisions.

LEADERSHIP & AWARDS

- Customer Success Leadership Certificate, SuccessCOACHING, recognized in 2022
- Gong Revenue Intelligence Administration Training, completed in 2023
- Customer Success Mentor, SaaS Leadership Peer Network, serving since 2022

EDUCATION

Bachelor's Degree in Business Administration

2016

Georgia State University GPA: 3.5

Atlanta, GA

Coursework: Customer relationship management, Business analytics, Organizational leadership, Strategic management

CERTIFICATIONS

- Customer Success Leadership Certificate 📅 2022
- Gong Revenue Intelligence Administration Training 📅 2023

TECHNICAL SKILLS

- **Customer Success Platforms:** Gong, CRM, Customer Success systems
- **Renewal Analytics:** GRR, NRR, churn forecasting
- **Customer Health:** Health scores, adoption, NPS
- **Account Planning:** Success plans, power maps, coverage plans
- **Commercial Operations:** Deal Desk, pricing exceptions, uplift
- **Coaching Tools:** Gong recordings, call reviews, coaching plans
- **Executive Engagement:** Executive reviews, C level relationships, business reviews
- **Escalation Management:** SLA management, detractor plans, escalation governance
- **Forecasting:** Renewal forecasts, expansion forecasts, forecast accuracy
- **Customer Research:** Customer themes, stakeholder discovery, usage analysis
- **Enablement:** Onboarding, workshops, product knowledge
- **Cross Functional Systems:** Sales, Finance, Product, Marketing, Support
- **Retention Programs:** Below threshold playbooks, retention, cancellation risk
- **Adoption Management:** Usage analysis, adoption signals, value realization
- **Portfolio Reporting:** Dashboards, renewal timing, business review completion

SKILLS

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|------------------------------|-------------|---------------------------|-----------------|
| • Strategic Customer Success | • Retention | • Churn Forecasting | • Power Mapping |
| • SaaS | • Expansion | • NPS | • Success Plans |
| • People Leadership | • GRR | • Adoption | • CRM |
| • Renewals | • NRR | • Executive Relationships | |

PROFESSIONAL AFFILIATIONS

- SaaS Leadership Peer Network, Customer Success Mentor
- Customer Success leadership community, strategic account management participant

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST