

Hector Turner

Manager, Customer Success Strategic Accounts

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STRENGTHS

- 📅 **Renewal discipline**
Early account reviews surfaced risk, intent, inactivity, and forecast gaps. Teams gained clearer next steps before renewal pressure increased.
- 👥 **Executive coverage**
When champions changed, second layer relationships kept value conversations moving. Senior stakeholders received context, options, and timely decisions.
- 🗣️ **Coaching through calls**
Gong reviews turned difficult conversations into useful practice. CSMs improved discovery, ROI framing, negotiation, and objection handling.
- ❤️ **Portfolio insight**
Dashboards connected health, adoption, NPS, churn, and renewal timing. Leaders could focus resources where customer risk was highest.
- 🔗 **Cross functional action**
Sales, Finance, Product, Marketing, and Support received clear customer evidence. Escalations moved forward with owners and documented follow through.

SKILLS

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

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

BrightPeak Workforce Software 📅 January 2023 to Present 📍 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

CloudHarbor HR Systems 📅 April 2020 to December 2022 📍 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

Nexora Business Applications 📅 July 2018 to March 2020 📍 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.

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER

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MONTHS

- 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

VertexHire Solutions 📅 June 2016 to June 2018 📍 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

Georgia State University 🎓 GPA: 3.5 📅 2016 📍 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

PROFESSIONAL AFFILIATIONS

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

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST