



SUMERA GALVEZ

Customer Success Manager

📍 Aurora, IL 60504



PROFESSIONAL SUMMARY

Dynamic Client Success Manager offering 6 years of success in driving revenue, growing market share and building highly profitable account bases for diverse organizations. Well-versed in establishing top-performing teams committed to surpassing business objectives in alignment with corporate mission. Skilled in enforcing adherence to policies, procedures and service standards. Dedicated to continuous delivery of top-quality products and services to clients.

SKILLS

- Sales proficiency
- MS Office
- Excellent Communication
- High-Volume Environments
- Effective Customer Communication

WORK HISTORY

CLIENT SUCCESS MANAGER

04/2022 to 09/2022

ePlus Technology, Inc.

- Engage and partner with the existing Customer Success team, Program Managers and Team Leads to deliver reporting of ePlus Services, oversight of real time Service Level Targets and engage on issues that require immediate feedback based on missed SLAs.
- Develop strong relationships and teams, both with external customers and internal constituents
- Support and assist team members with research, reporting, service resolution, trending, exception management and more.
- Participate in regular face-to-face (or virtual) client meetings.
- Advocate customer needs and issues cross-departmentally and within the service delivery teams
- Track and communicate customer satisfaction to all team members and coordinate responses for SLT remediation.
- Establish a trusted, partner relationship with each assigned client and drive continued value of our products and services
- Assist with the creation of monthly, quarterly and/or semi-annual service business reviews
- Coordinate and align with 3rd party ePlus strategic partners on day-to-day issues and service business reviews
- Work with customers to maintain key customer information such as contracts, escalation lists and location information
- Work with sales teams to maximize account growth opportunities, including identification of upsell opportunities within the existing account base

CUSTOMER SUCCESS MANAGER

○ **Chicago Signs & Screen Printing | Chicago, IL**

- Manage portfolio of Chicago Signs fast-growing customers to drive mutual success and growth
- Project manage implementation tasks such as onboarding, product training,

- marketing campaigns, roll- out strategies, and new hire training
- Support sales staff with data delivery, budgeting, new leads, and business development, and keeping track of projects and their completion
- Assist customers by identifying and addressing unique asks and qualify them for best product(s) and service (s)
- Partner closely with other team members to translate business needs and product requirements into new solutions for customers
- Create and maintain Standard Operating Procedures.
- Excellent communication and interpersonal skills; organized and able to multitask between multiple tasks/customer situations simultaneously
- Self-motivated, proactive with innovative ideas
- Led process improvement and problem-solving efforts to create standard procedures and escalation policy for customer support team.
- Monitored metrics and developed actionable insights to improve efficiency and performance.

GLOBAL IT INFRASTRUCTURE ANALYST

02/2017 to 12/2019

TransUnion | Chicago, IL

- Worked closely with Onboarding and Training
- Work with process owners from various departments to direct new processes to Global Operations
- Managed existing and new SOPs. Documenting new processes, and any changes to existing for Global Team.
- Enter (GOC), teams (App Support, Network, Widows, Server, and VMWare)
- Train and supervise new employees and project managers on process of managing additional workloads brought on by changes and or special maintenance by Transunion or other clients
- Provide assistance with needed access for daily and special projects (IDMArt, Help Desk, Vendor Access), while completing duties aligned with revenue generating and technology growth and advancements
- Generate written training assessment and developmental plan materials and provide step-by-step guidelines for operations, trainings, and standardization
- Present training, operational, and standardized reports to management team and senior leadership after evaluating effectiveness, and use relevant data to find gaps in knowledge or education, and create additional trainings to improve outcomes
- Evaluate, document, and share lessons learned for projects with direct management and senior leadership and make recommendations for improvements on assessments, training, and standardized programs to close gap
- Assist with routine duties and special projects aligned with revenue generating and technology growth and advancements
- Provided reporting for yearly forecast analysis and ad-hoc reporting in support of decision-making
- Validated results and performed quality assurance to assess accuracy of data
- Communicated with potential hires to provide clarity on expected tasks, compliance, and polic

CONSULTANT SALES OPERATIONS

09/2010 to 02/2017

Verizon Wireless | Schaumburg, IL

- Assisted group of 26 account managers, 6 sales managers, and 1 district manager (785 stores) as operations liaison assisting with any point-of-sale related issues, compliance new sales, customer issues, promotions, and marketing plans
- Conducted market research and developed programs to promote sales and efficiencies with channels
- Provided forecasting weekly reports to regional leadership to show region and area ranking for different channels to determine how to improve sales goals and learning through additional training
- Covered: Best Buy, Walmart, Costco, Sam's Club, Dollar General, Family Dollar, Target, Meijer, Apple, and Sears by providing service to employees while leading staff management functions, team gatherings, quarterly reviews, trainings, and evaluations for 7 district managers and 36 account managers
- Identified and closed process gaps that may have impacted both internal and external customer service across all business segments for Indirect to develop and implement strategic business segment initiatives
- Worked closely with Reporting/ Finance/ System owners to develop reports and analyze/interpret data to make recommendations to improve gaps in business, create employee score cards, and performance metrics
- Gent Marketing Strategy
- Conducted marketing research on agent's current marketing formula
- Coordinated and hosted lunch and learn event for owners of Big 6 retailers' owners (250 store owners), and received valuable feedback on how Verizon can improve outcomes with demographics served
- Created curriculum to train small classes for Financials of Marketing
- Followed up and assisted with ensuring success of program by implementing weekly/biweekly progress calls which yielded improvement in month-to-month sales strategy
- Helped increase Verizon Indirect doors (by 18% year to year) at 36 new locations including Walmart, Best Buy, Costco, Target, Sam's Club, Dollar Store, Family Dollar, and Radio Shack
- Created professional sales presentations and seminars to effectively demonstrate product features and competitive advantages.

EDUCATION

Bachelor of Arts | Corporate Communications

2010

Northern Illinois University, Dekalb, IL

HONORS

- Board of Commissions: City of Downers Grove
- Board of Directors: Sigma Lambda Gamma