Jessica Nguyen

Customer Success Lead

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SKILLS

- Customer Success
- Account Management
- Salesforce
- Gainsight
- Customer Onboarding
- Renewals
- Churn Reduction
- CRM
- Team Leadership
- Communication

EDUCATION

Bachelor of Science 05/2018

Northeastern University

Boston, MA

Business Administration

SUMMARY

Customer success lead with 8 years in SaaS customer success and account management, now leading a pod of 5 CSMs covering 180 accounts and $9M in ARR. Builds playbooks in Salesforce and Gainsight, brings hands-on team leadership to renewals and escalations, and still owns the most complex accounts.

EXPERIENCE

Customer Success Lead

06/2023 - Present

Fenway Analytics Software — Boston, MA

Retail analytics SaaS for 600 consumer brands.

- Lead a pod of **5** CSMs covering 180 accounts, raising net revenue retention from 104% to 113%.
- Build customer onboarding and renewal playbooks in Gainsight that cut time-to-first-value from 45 to 28 days.
- Coach CSMs weekly on account plans, escalations and Salesforce renewal forecasts.
- Manage 8 strategic accounts directly, renewing $2.1M in 2025 with zero downgrades.
- Partner with product and support leaders on the top 10 customer issues each quarter.

Senior Customer Success Manager

03/2020 - 05/2023

Charles River EdTech — Boston, MA

Classroom software for 900 school districts.

- Managed 50 accounts worth $3.8M with 94% gross retention.
- Launched a churn reduction program for low-usage accounts that saved 14 at-risk renewals.
- Ran customer onboarding for 40 new districts, training 1,500 teachers.

Account Manager

07/2018 - 02/2020

Seaport HR Solutions — Boston, MA

Benefits software for small businesses.

- Handled account management and CRM upkeep for 120 small-business clients.
- Grew upsell revenue 15% through quarterly check-ins with each client.
- Built a renewal calendar in the CRM that cut missed renewal dates to zero.