



DREW THOMPSON

Sales-Aligned Customer Success Manager

CONTACT



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LinkedIn | Portfolio



City, State, ZIP code

ABOUT ME

CSM with strong sales partnership skills, increasing upsell by 30% and improving close rates by 15%. Experienced at aligning success programs with go-to-market strategies.

PROFESSIONAL EXPERIENCE

Customer Success Manager

SaaSConnect, City, ST | July 2019 - Present

- Drove 30% upsell growth by co-selling with the sales team in QBRs.
- Improved close rates by 15% through joint success/sales playbooks.

Sales Support Specialist

Innovatech, City, ST | August 2017 - June 2019

- Assisted sales reps with product demos, contributing to \$2M in new bookings.
- Managed demo environments and user feedback loops.

EDUCATION

Bachelor of Arts in Communications

Metro University, City, ST | May 2017