





Pat Thomas

Global Customer Success Program Manager

Program Manager for Customer Success with 8 years' experience running global initiatives across 5 regions. Skilled at standardizing success frameworks, improving consistency by 45%.

CONTACT

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-  City, State, ZIP code

EDUCATION

Bachelor of Arts in International Business
Global University, City, ST
May 2012

PROFESSIONAL EXPERIENCE

Global CSM Program Manager | OneWorld SaaS, City, ST February 2015 – Present

- Rolled out standardized success frameworks in 5 regions, improving consistency by 45%.
- Managed cross-regional training, certifying 100+ CSMs on best practices.
- Coordinated global quarterly webinars, attracting 2,000+ attendees.

Customer Success Manager | CloudServe, City, ST June 2012 – January 2015

- Piloted pilot frameworks in North America, achieving a 20% reduction in onboarding time.
- Developed multilingual resources, supporting users in EMEA and APAC.
- Presented program results to executive leadership quarterly.