







Drew Thompson

Enterprise Expansion Customer Success Manager

Enterprise Expansion CSM with 7 years' experience launching successful programs that drove 20% account growth. Skilled at executive alignment and opportunity mapping.

CONTACT

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-  City, State, ZIP code

EDUCATION

- MASTER OF BUSINESS ADMINISTRATION (MBA) | PRESTIGE UNIVERSITY, CITY, ST | MAY 2013**

PROFESSIONAL EXPERIENCE

ENTERPRISE EXPANSION CSM | GLOBALTECH, CITY, ST | MAY 2016 - PRESENT

- Identified cross-sell opportunities that drove 20% account growth.
- Partnered with product to launch add-on bundles, contributing \$2M in ARR.
- Ran executive steering committees, improving strategic alignment.

SENIOR CUSTOMER SUCCESS MANAGER | DATAPLUS, CITY, ST | JUNE 2013 - APRIL 2016

- Mapped usage to business value, uncovering \$1M in expansion potential.
- Co-authored success playbooks, boosting team expansion win rates by 15%.
- Trained sales on technical ROI messaging.