



Anthony Lewis

Customer Success Manager

CS Lead with 13 years in B2B SaaS, currently running a 9-person CSM pod across North America for a Series D infrastructure company. Built the segmentation, comp plan, and Gainsight instance now used company-wide, and own a \$24M renewal forecast.

CONTACT INFORMATION



(612) 555-0119



devon.akintola@example.com



Minneapolis, MN 12345

EDUCATION

B.B.A. in Marketing, University of Wisconsin-Madison, 2014

Gainsight Admin Level 2 Certification, 2021

KEY SKILLS

- CS team leadership
- Renewal forecasting
- Segmentation design
- CSM comp plan design
- Gainsight administration
- Salesforce reporting
- Hiring & onboarding
- Churn review governance
- Executive QBRs
- Cross-functional program management
- Customer advocacy programs

PROFESSIONAL EXPERIENCE

Lead Customer Success Manager, North America | Helix Stream, Minneapolis, MN
2022 - Present

- Lead a team of 9 CSMs covering \$24M in renewal ARR, with team gross retention of 96.2% and NRR at 117% in FY24
- Rebuilt segmentation from a flat book into Strategic, Enterprise, and Commercial tiers, which freed up 15 hours of senior CSM time per week
- Designed a quota-carrying expansion comp plan with RevOps that lifted CSM-sourced pipeline from about 8% to 22% of expansion ARR
- Co-chair the cross-functional churn review with VPs of Product, Support, and Sales every two weeks
- Hired and ramped six of the current nine CSMs; average time-to-first-renewal-save is under five months

Senior Customer Success Manager | Helix Stream, Minneapolis, MN
2020 - 2022

- Owned the top 12 strategic accounts including three of the company's first \$1M+ logos
- Built the original Gainsight playbook library, which is still the source of truth for the team
- Partnered with Marketing on a customer-advocacy program that produced 14 reference customers in its first year
- Promoted to Lead after delivering two consecutive years of NRR above 130% on the strategic book

Customer Success Manager | Foundry Signals, St. Paul, MN
2017 - 2020

- Carried a commercial book of 35 accounts and held GRR in the low-90s through two pricing changes
- Designed the company's first renewal-risk scoring model, later adopted as the basis for the Gainsight rollout
- Trained a six-person offshore support pod on product internals during the company's Series B scale-up
- Won internal CSM of the Year in 2019

Account Manager | Crestview Logistics Software, Madison, WI
2014 - 2017

- Managed renewals and expansion for 50+ logistics-software accounts in the Midwest territory
- Hit or exceeded renewal quota all three years and finished as the #2 AM company-wide in 2016
- Transitioned the book from a tactical renewal motion to outcome-based QBRs

- Selected for the company's first leadership development cohort