

# Sandro Pierre

Director of Customer Success

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Director of Customer Success with over five years of experience driving client satisfaction and retention through strategic communication and data-driven insights. Proficient in leading cross-functional teams, optimizing customer lifecycle management, and enhancing onboarding processes. Committed to leveraging analytics and innovative strategies to foster strong client relationships and achieve measurable business outcomes.

## Employment history

*Jul 2024 - Apr 2025*

### Customer success Manager

Blue solar consulting at Remote

- Facilitated client onboarding, enhancing understanding of services and strategies.
- Managed client accounts, addressing inquiries and providing updates.
- Monitored lead generation, optimizing campaigns for better performance.
- Resolved client issues promptly, improving overall experience.
- Collaborated with teams to meet client goals and foster strong relationships.
- Enhanced customer onboarding processes, resulting in faster integration and increased satisfaction among new clients.
- Analyzed customer feedback trends to implement service improvements, yielding noticeable results in client engagement and loyalty.

*Jul 2023 - Jun 2024*

### Director of Customer Success

Sawa Inc. at New York, NY

Managing a portfolio of key client accounts and serving as the primary point of contact for all client communication

- Developing and maintaining strong relationships with clients to ensure satisfaction and retention
- Identifying opportunities for upselling and cross-selling products and services to existing clients
- Collaborating with internal teams to ensure timely and successful delivery of solutions to clients
- Tracking and analyzing key account metrics to assess performance and identify areas for improvement
- Resolving client issues and concerns in a timely and professional manner
- Providing regular reporting and updates to clients on account status and progress
- Staying current on industry trends and best practices to provide clients with valuable insights and recommendations

Mar 2022 - Jun 2023

## Account Manager

Audience.co at Miami, FL

- Nurture client relationships, boosting retention through strategic communication and trust.
- Elevate customer satisfaction, achieving measurable loyalty improvements through feedback analysis.
- Lead cross-functional teams, streamlining project timelines to enhance delivery speed.
- Craft outreach strategies, significantly increasing client engagement and retention rates.
- Generate insights from customer feedback, improving service delivery and client satisfaction.

Feb 2020 - Mar 2022

## Assistant Manager

United Healthcare at Fort Lauderdale, FL

Building and maintaining strong relationships with customers to ensure satisfaction and retention

- Onboarding new customers and providing training on the product or service
- Acting as the main point of contact for customers, addressing any questions or concerns in a timely manner
- Collaborating with internal teams to ensure customer needs are met and issues are resolved
- Analyzing customer data and feedback to identify trends and areas for improvement
- Developing and executing customer success strategies to drive adoption and usage of the product or service
- Conducting regular check-ins with customers to assess their needs and provide ongoing support

Jan 2019 - Feb 2020

## Customer success Supervisor

Kforce at Coral Springs, FL

- Led team operations, improving efficiency and service quality; enhanced customer satisfaction.
- Conducted performance reviews, fostering staff growth; improved team productivity.
- Managed inventory and sales trends; increased profitability through strategic insights.
- Recruited and trained staff; ensured exceptional customer service delivery.
- Resolved customer issues swiftly; maintained high satisfaction levels.

## Education

### Bachelor of Arts in Criminal Justice

John Jay College Of Criminal Justice Of The City University Of New York at New York, NY

### Diploma

SunED High School at FL

## Skills

Customer Success

*Expert*

Team Leadership

*Expert*

Account Management

*Expert*

Microsoft Office

*Expert*

Salesforce

*Expert*

Zoho

*Expert*

Customer Service

*Expert*

Sales

*Expert*

Analytics

*Expert*

Hubspot

*Expert*

Airtable

*Expert*

Performance Management

*Expert*

Training

*Experienced*

Go high Level

*Expert*

## Languages

English

*Native*

Haitian Creole

*Native*

## Links

[LinkedIn](#)