

John Aarts

Customer Success Manager

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SUMMARY

Enthusiastic Customer Success Managers with seven years of experience coordinating Customer Success staff and analyzing complaints, developing new procedures, and implementing customer retention campaigns. Proven project team leader and client service manager. Focused on building excellent productive client relationships, quickly resolving issues to assure their business needs are met.

EXPERIENCE

Senior Customer Success Manager

Blanchette

• 2017 - Ongoing • Amsterdam, Netherlands

Blanchette is data-driven marketing database company

- Achieved an average 115% Net Retention Rate (NRR) on a target of 102%, for five consecutive quarters.
- Developed an end user training curriculum for Microsoft Office 365.
- Partnered with AE to grow book of business 25% YoY.
- Managed an EMEA book of business of USD \$2-2.5M in ARR - achieved and exceeded renewal and up-sell targets.

Customer Success Manager

Dufour

• 2015 - 2017 • Amsterdam, Netherlands

Dufour is the leading Competitive Intelligence tool for Search Ads.

- Achieved 100% retention rate and restore the relationship for at-risk accounts.
- Proactively managed customer relationships and lifetime value; drove the recurring revenue up by 25%.
- Created strategic success plans for my client base that resulted in 100% customer outreach.
- Negotiate renewal contracts with a combined retention rate of 102% of monthly reoccurring revenue.
- Improved Customer Retention Rate from 65% to 78%.

Sr. Customer Success Manager

Bernier

• 2011 - 2015 • Amsterdam, Netherlands

Bernier is a leader in data-driven marketing and cloud-based marketing technology.

- Joined the company as employee #7 and reported directly to the CEO.
- Managed book of business with 250 clients and over \$2M ARR.
- Converted 34% of all accounts into sales reference customers and surpassing team goals on a consistent basis.

EDUCATION

Master of Sociology

University of Amsterdam

• 2013 - 2014 • Amsterdam

Bachelor of Economics

University of Amsterdam

• 2009 - 2012 • Amsterdam

SKILLS

CRM	Salesforce	NetSuite
MS Excel	Hubspot	Mailchimp
CI Tools	SimilarWeb	

STRENGTHS

Negotiation and presentation

Understanding negotiation dynamics and presenting information in a clear and effective way.

Research

Always prepared for the customer & his industry specifics.

Customer Relationship

Always providing support to both prospective and existing customers.

LANGUAGES

English

Native



Dutch

Proficient



Resume Template Ideas Warranty

H Kauffman

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Computerworld, 2000-12-11 For more than 40 years Computerworld has been the leading source of technology news and information for IT influencers worldwide Computerworld's award winning Web site Computerworld.com twice monthly publication focused conference series and custom research form the hub of the world's largest global IT media network

Motivated Resumes & LinkedIn Profiles Brian E. Howard, 2017-11-01 Book Five in Motivated Series by Brian E. Howard Resumes are the cornerstone to any successful job search and this resource gives you unprecedented insight and advice from more than a dozen of the most experienced and award winning resume and LinkedIn profile writers in the industry Get inside the minds of these writers to learn how to create impactful materials that get you interviews and job offers Learn how they think about keywords titling branding accomplishments format color design and a host of other resume writing and LinkedIn profile considerations Become an insider and learn the secrets from some of the very best *Interiors*, 1974-07 **Contract**, 2004-07 **Venture**, 1988 **PC Mag**, 1991-03-12 PCMag.com is a leading authority on technology delivering Labs based independent reviews of the latest products and services Our expert industry analysis and practical solutions help you make better buying decisions and get more from technology *InCider*, 1986-07 *InfoWorld*, 1987-10-19 InfoWorld is targeted to Senior IT professionals Content is segmented into Channels and Topic Centers InfoWorld also celebrates people companies and projects **PC Mag**, 1991-08 PCMag.com is a leading authority on technology delivering Labs based independent reviews of the latest products and services Our expert industry analysis and practical solutions help you make better buying decisions and get more from technology **The Legal Gazette**, 1869

PC Mag, 1991-02-12 PCMag.com is a leading authority on technology delivering Labs based independent reviews of the latest products and services Our expert industry analysis and practical solutions help you make better buying decisions and get more from technology **CFO**, 1989 **Backpacker**, 2007-09 Backpacker brings the outdoors straight to the reader's doorstep inspiring and enabling them to go more places and enjoy nature more often The authority on active adventure Backpacker is the world's first GPS enabled magazine and the only magazine whose editors personally test the hiking trails camping gear and survival tips they publish Backpacker's Editors Choice Awards an industry honor recognizing design feature and product innovation has become the gold standard against which all other outdoor industry awards are measured

PC Magazine, 1993-10 **Advertising Age**, 1988 **Microtimes**, 1990 *InfoWorld*, 1987 *Illinois Bar Journal*, 1974 Vols 28 include reports and proceedings of the 64th 1940 annual meetings formerly issued as the association's Annual report **Be You, Get Noticed, Get Hired, Graduate CV (Includes a Free Creative CV Template)** Susan Burke, 2015-01-17 BE YOU GET NOTICED GET HIRED GRADUATE CV Take A Glimpse Inside The Book 5 Important Tips You'll Learn You will learn quite literally why you need to burn your generic CV if you want to stand out from the crowd I will provide step by step guidance to how to set out your CV with practical examples at each stage I will teach you the rookie mistakes people make so

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