

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 \$2.25M 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 Tutorial

Catapult, Inc

Resume Template Ideas Tutorial:

The Graphic Designer's Guide to Portfolio Design Debbie Rose Myers,2011-11-03 This book is developed to provide students with everything they need to know to make the transition from design student to design professional It provides step by step instruction for creating professional portfolios both traditional and digital Interviewing tips sample resumes and cover letters and action verb lists help students prepare for their job search The second edition includes new sample portfolios robust case studies and updated information on digital portfolio trends and techniques

Building the

Looking-Glass Resume Larry Goldsmith,2014-01-10 Building the Looking Glass R sum is a r sum solutions book that shows you how to create the reflection of your job skills that can help you win the prized invitation to a job interview The book features the Jaazole R sum Template and Tutorial to guide you through the r sum building process so you can quickly and confidently create a professional looking r sum with powerful contents Building the Looking Glass R sum is for all job seekers from entry level to senior executives or those in career transition The book includes solutions to the most difficult r sum concerns questions and technical issues

The Complete Guide to Online Earning (2026 Edition) Suraj Sah,2025-12-07 The Complete Guide to Online Earning 2026 Edition is a practical easy to follow handbook designed for beginners who want to start earning money online with confidence This book explains modern earning methods using simple language clear steps real examples and ready to use templates Inside you ll learn how to earn through freelancing content creation blogging affiliate marketing digital products stock photos surveys AI powered tools and e commerce Each chapter provides actionable guidance skills to focus on recommended platforms and realistic expectations making it perfect for students job seekers and anyone wanting flexible online income Also included are safety tips to avoid online scams a skill building plan productivity tools and a complete 30 day roadmap to help you take consistent action Whether you re starting from zero or expanding your digital career this guide will help you build reliable and long term online income for 2026 2030

Supervision Modules to Support Educators in Collaborative Teaching Kathryn L. Lubniewski,Debbie F. Cosgrove,Theresa Y. Robinson,2019-08-07 This handbook promotes ongoing teacher reflection and development in collaborative teaching contexts It offers 18 interactive modules for school leaders and supervisors to support teacher pairs and teams Modules cover problem solving collaboration diversity and evidence based practices

Why Freelancing Rocks: The Coolest Job Ever Steve Williams,2025-02-27 Step into the future of work with Why Freelancing Rocks your ultimate guide to thriving as a freelancer and scaling your business for long term success Whether you re just starting out or looking to elevate your career this book provides actionable strategies to help you identify your niche craft a standout portfolio and price your services for profitability Learn how to write proposals that win projects manage client expectations effectively and handle even the most challenging situations like late payments and difficult clients with confidence Discover practical tools for automating repetitive tasks saving time and staying productive while working remotely With tips on marketing yourself authentically

without feeling salesy you ll attract high paying clients and build lasting relationships based on trust and professionalism As you grow explore ways to scale beyond one on one work by creating passive income streams expanding your service offerings and transitioning from solo freelancer to agency owner Packed with insights on balancing creativity with business acumen overcoming imposter syndrome and avoiding burnout this playbook empowers you to stay resilient in the ever evolving gig economy From streamlining workflows to leveraging social media for lead generation each chapter is designed to simplify the complexities of freelancing and set you up for sustainable growth Whether you re aiming to master client communication protect yourself legally or future proof your career Why Freelancing Rocks equips you with the systems mindset and strategies needed to succeed Let this guide transform your passion into profit helping you build not just a freelance career but a thriving scalable business that works on your terms

ENC Focus ,1999 Integrating Technology in the

Classroom ,1999 Peter Norton's Introduction to Computers Office 97 Tutorial with 3. 5 IBM Disk

Peter Norton,1998-01-05 Peter Norton s new Office 97 Tutorial helps students learn to create process and present information using Microsoft Office 97 Emphasizing hands on instruction this applications tutorial includes a student data disk to help students apply and practice the skills and techniques they learn in each lesson

The College Student's Resume Guide

Kim Marino,1989 This is an easy step by step guide for writing your own resume cover letter and a thank you letter for after the interview

Best Career and Education Web Sites Rachel Singer Gordon,Anne Wolfinger,2004 The Internet is loaded with information to help you find a job choose a school or learn about careers That s great if you know how to find what you re looking for But if you don t it s easy to get bogged down in information overload That s where this book comes in In this all new fourth edition we ve researched and reviewed the many thousands of career job search and education sites on the Web and include only the very best places for solid information and advice No more wading through site after site this book has already done all of the hard work for you Book jacket

The Microsoft Office 2000 Step-by-Step Learning Kit

Microsoft Press,1999 The Microsoft Office 2000 Step By Step Learning Kit uniquely combines the learning advantages of the proven step by step tutorials and those of interactive computer based training Users can easily choose what they learn and how they learn it by using both print and interactive lessons The companion CD ROM contains sample files for step by step lessons and Starts Here multimedia lessons

Guide to Teleconferencing and Distance Learning

Patrick S. Portway,Carla Lane,1997

American Journal of Health Education ,2008 50 Quick & Easy Reading & Writing Computer Activites

Tammy Worcester,2005 50 quick and easy reading and writing activities is designed to ewuip teachers with an array of technology tools that can promote the development of reading writing and critical thinking

Microsoft Word 2000 Step by Step

Catapult, Inc,1999 An integrated training kit for Office 2000 end users that provides instruction through both print based and multimedia based hands on learning The unique learning combination gives readers the best teaching method for their learning objectives all in one integrated kit The CD ROM contains sample files for step by step lessons and Starts Here

multimedia lessons **The JIST Job Search Course, Grades 7-12** J. Michael Farr, Marie Pavlicko, 1990-02 Uses humor to explain how to identify one's job skills and communicate these skills to employers The Computing Teacher, 1990

EResumes Susan Britton Whitcomb, Pat Kendall, 2001 An A to Z guide for job seeking online in the 21st century this book tells how to construct post attach and send the perfect resume to ace the job **The Software Encyclopedia 2001**, 2001

Comprehensive Lotus 1-2-3 Release 5 for Windows Roger Hayen, 1995 This book contains a Guided Tour and ten tutorials that present hands on instruction. In these tutorials students learn how to plan, build, test and document 1 2 3 worksheets. Moreover this book harnesses 1 2 3's power by emphasizing the SmartIcons and other Windows features for calculating, charting and managing data. This book assumes no prerequisite knowledge of computers, the Windows environment or 1 2 3 Pref

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