

# John Aarts

## Customer Success Manager

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📍 Amsterdam, Netherlands

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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 Tutorial

**Judd E. Hollander**



## **Resume Template Ideas Tutorial:**

## Embracing the Melody of Phrase: An Psychological Symphony within **Resume Template Ideas Tutorial**

In some sort of consumed by displays and the ceaseless chatter of fast communication, the melodic splendor and psychological symphony developed by the published term usually fade in to the backdrop, eclipsed by the relentless sound and interruptions that permeate our lives. Nevertheless, nestled within the pages of **Resume Template Ideas Tutorial** a charming fictional treasure filled with natural emotions, lies an immersive symphony waiting to be embraced. Crafted by a wonderful musician of language, this fascinating masterpiece conducts viewers on an emotional trip, well unraveling the hidden songs and profound affect resonating within each carefully crafted phrase. Within the depths with this touching assessment, we shall discover the book is key harmonies, analyze their enthralling publishing fashion, and submit ourselves to the profound resonance that echoes in the depths of readers souls.

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### **Table of Contents Resume Template Ideas Tutorial**

1. Understanding the eBook Resume Template Ideas Tutorial
  - The Rise of Digital Reading Resume Template Ideas Tutorial
  - Advantages of eBooks Over Traditional Books
2. Identifying Resume Template Ideas Tutorial
  - Exploring Different Genres
  - Considering Fiction vs. Non-Fiction
  - Determining Your Reading Goals
3. Choosing the Right eBook Platform
  - Popular eBook Platforms
  - Features to Look for in an Resume Template Ideas Tutorial
  - User-Friendly Interface
4. Exploring eBook Recommendations from Resume Template Ideas Tutorial
  - Personalized Recommendations

- Resume Template Ideas Tutorial User Reviews and Ratings
- Resume Template Ideas Tutorial and Bestseller Lists
- 5. Accessing Resume Template Ideas Tutorial Free and Paid eBooks
  - Resume Template Ideas Tutorial Public Domain eBooks
  - Resume Template Ideas Tutorial eBook Subscription Services
  - Resume Template Ideas Tutorial Budget-Friendly Options
- 6. Navigating Resume Template Ideas Tutorial eBook Formats
  - ePub, PDF, MOBI, and More
  - Resume Template Ideas Tutorial Compatibility with Devices
  - Resume Template Ideas Tutorial Enhanced eBook Features
- 7. Enhancing Your Reading Experience
  - Adjustable Fonts and Text Sizes of Resume Template Ideas Tutorial
  - Highlighting and Note-Taking Resume Template Ideas Tutorial
  - Interactive Elements Resume Template Ideas Tutorial
- 8. Staying Engaged with Resume Template Ideas Tutorial
  - Joining Online Reading Communities
  - Participating in Virtual Book Clubs
  - Following Authors and Publishers Resume Template Ideas Tutorial
- 9. Balancing eBooks and Physical Books Resume Template Ideas Tutorial
  - Benefits of a Digital Library
  - Creating a Diverse Reading Collection Resume Template Ideas Tutorial
- 10. Overcoming Reading Challenges
  - Dealing with Digital Eye Strain
  - Minimizing Distractions
  - Managing Screen Time
- 11. Cultivating a Reading Routine Resume Template Ideas Tutorial
  - Setting Reading Goals Resume Template Ideas Tutorial
  - Carving Out Dedicated Reading Time
- 12. Sourcing Reliable Information of Resume Template Ideas Tutorial
  - Fact-Checking eBook Content of Resume Template Ideas Tutorial

- Distinguishing Credible Sources
13. Promoting Lifelong Learning
- Utilizing eBooks for Skill Development
  - Exploring Educational eBooks
14. Embracing eBook Trends
- Integration of Multimedia Elements
  - Interactive and Gamified eBooks

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