

Eric Chantry

Customer Success Manager

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- SaaS Leadership professional with 15+ years of experience managing high-performing Customer Success and Support teams to deliver exceptional client experiences.
- Proven track record of building departments from the ground up, achieving a ~30% increase in customer satisfaction scores within the first year.
- Expert in escalation management for high-profile accounts, resolving critical technical issues while maintaining a 95% client satisfaction rate.
- Data-literate leader skilled in driving process improvement through performance metrics, workflow design, and automated CRM solutions to reduce churn by up to 15%.

WORK EXPERIENCE

Tyler Technologies

Remote, Utah, United States

Client Success Account Manager

Nov 2024 - Present

- Serve as the primary escalation point for high-profile clients, ensuring prompt resolution of critical issues to maintain operational continuity and high satisfaction.
- Manage end-to-end client relationships by setting clear expectations and maintaining centralized records to ensure consistent service delivery and account health.
- Designed an automated system to consolidate client data into a central repository, improving cross-team visibility and readiness for data-driven analytics.
- Utilized workflow design tools to automate folder structures for 100+ notebooks, eliminating dozens of hours of manual administrative work.
- Developed adoption reports to monitor real-time engagement, driving team accountability and using performance metrics to inform process improvements.
- Author a monthly productivity column providing actionable insights on processes and tools to improve efficiency across cross-functional teams.
- Led cross-departmental training and team onboarding initiatives, automating information sharing for hundreds of staff across Success and Technical teams.
- Coach and mentor team members on handling difficult conversations and complex technical workflows to ensure a high-performance culture.

Experlogix

South Jordan, Utah, United States

Manager of Client Success and Gainsight Administrator

Aug 2022 - Jul 2024

- Established the Client Success department, driving a 30% increase in customer satisfaction scores within the first year through improved workflow design.
- Successfully implemented Gainsight, boosting customer engagement metrics by 40% and improving annual churn rate by 14%
- Drove a 40% increase in client retention through effective management strategies that built robust long-term partnerships with clients
- Streamlined cross-departmental issue resolution processes, decreasing response times by 30% and significantly boosting overall client satisfaction.
- Developed and implemented key processes that improved Client Success productivity by 40% while ensuring consistency across all client interactions
- Automated CSAT and NPS survey systems to track performance metrics and gather analytical data for continuous process improvement.

- Partnered with Product and Sales teams to align client feedback with the product roadmap and drive long-term retention strategies.

Motorola Solutions

West Valley City, Utah, United States

Senior VIP Customer Support Analyst

Jul 2020 - Jul 2022

- Analyzed customer concerns and developed action plans that elevated satisfaction ratings from 70% to 90% within one quarter
- Coordinated cross-functional efforts to streamline operations, achieving a 30% increase in efficiency and enhancing client satisfaction by 40%.
- Implemented best practices for VIP customer engagement, which improved customer loyalty scores by 30% and elevated NPS to 97
- Led individualized sessions that clarified product requirements, achieving a successful delivery rate of 100% for all projects completed within the quarter
- Led day-to-day support operations for high-priority accounts, managing complex escalations and coaching junior analysts on technical troubleshooting.

Enterprise Customer Success Manager

Jul 2017 - Jul 2020

- Streamlined tracking for 1,000+ client meetings, enhancing follow-up processes and resulting in a 30% increase in customer satisfaction scores.
- Enhanced client operational efficiency through personalized training, achieving a 30% boost in user satisfaction ratings for SaaS products.
- Revamped customer information dissemination processes, cutting turnaround time from 24 hours to under 10 minutes through the implementation of customized, already available tools
- Drove the implementation of a new CRM system that enhanced customer tracking capabilities, resulting in a 30% increase in customer engagement
- Managed \$15M+ ACV accounts, delivering high-touch service that improved engagement by 30% and reduced churn by 15% year-over-year.
- Conducted high-priority on-site visits to de-escalate sensitive customer situations and strengthen strategic partnerships.

Systems and Application Administrator - Nevada DPS\DOT

May 2016 - Jul 2017

- Led the successful deployment of Spillman Flex Software across 6 UNIX and Windows servers, enhancing system reliability which led to 0% down-time
- Managed diverse implementation projects, achieving a 95% on-time completion rate and a 50% reduction in process inefficiencies.
- Reduced support turnaround time from 24 hours to under 10 minutes by streamlining workflows, enhancing satisfaction scores by 60%.
- Developed and promoted training protocols adopted by 30 agencies, leading to a 50% increase in staff certification rates.
- Resolved 200+ complex technical issues via cross-functional collaboration, resulting in a 95% customer satisfaction rate.
- Dozens of On-Site visits with Sheriff's offices, Police Departments, Dispatch Centers, and Jail facilities.

Senior Technical Analyst

Jun 2014 - Jun 2016

- Implemented a training strategy that accelerated team onboarding by 40% and increased output by 20% within six months.
- Generated \$2M+ revenue by leading the customer onboarding process for high-value accounts and technical product lines.
- Received multiple executive commendations for top performance, contributing to a 20% increase in customer satisfaction ratings.
- Delivered high-impact presentations to 500+ administrators on technical best practices and process innovations.

CERTIFICATIONS

Graphic design essentials

Spillman Application Administration Specialist

Criminal Justice Information System Security & Awareness Training Cert.

CompTIA A+

SKILLS

Customer Success & Support Leadership: Customer Success, Customer Support, Escalation Management, Team Onboarding, Employee Mentorship, Client Satisfaction & Retention

Operational Strategy & Data Analysis: Process Improvement, Performance Metrics, NPS, Workflow Design, Data Analysis, Analytical Data Interpretation

SaaS & Technical Expertise: SaaS, Product Strategy, Operational tool design and deployment, Integrations, Software Solutions, Technical Troubleshooting

Business Operations & Communication: Executive Communication, Cross-functional Team Coordination, Project Management, Account & Sales Operations, Customer Experience, Crowdfunding (Knowledge of)

PROFILE

Outcome-driven Client Success Professional with over 15 years of experience in technical and customer success roles, excelling at building high-performing teams and delivering exceptional client satisfaction. Proven in managing complex projects, enhancing client experiences, SaaS Methodologies, and driving revenue growth across various industries. Proven track record in all stages of client success including implementation, onboarding, training, and ongoing support. Eager to contribute by using strategic CRM solutions and strong technical acumen to ensure high client satisfaction.