

Eric Chantry

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SUMMARY

Outcome-driven Client Success Professional with 15+ years of experience in technical, customer success, and sales roles, excelling at building high-performing teams and fostering strong, trust-based relationships with clients, colleagues, and leadership. Proven success in managing complex clients and projects, improving client experiences, applying SaaS methodologies, and driving revenue growth across multiple industries — including 8+ years partnering with and learning from public safety agencies, 911 centers, and corrections facilities. Recognized for aligning technology solutions to drive process definition, automation, and continual improvement, enabling teams to operate with data-driven clarity, efficiency, and measurable results. Repeatedly demonstrated expertise across all stages of client success: implementation, onboarding, training, growth, and continuing support. Committed to leveraging strategic and tactical CRM proficiency and deep technical acumen to deliver long-term operational value and measurable outcomes for Tyler Technologies Corrections clients.

Tyler Technologies

Remote, Utah, United States

Client Success Account Manager

Nov. 2024 - Present

- Serve as the primary escalation point for many Courts and Justice clients, ensuring prompt resolution of critical issues that could impact court operations and public safety.
- Manage client relationships end-to-end, conducting regular check-ins, setting clear expectations, and maintaining detailed, centralized records to ensure continuity of service.
- Proactively anticipate client frustrations over issue resolution timelines through transparent communication, clear expectation management, and an ongoing focus on fostering a collaborative partnership with Tyler Technologies.
- Designed and implemented a new automated meeting notes system for the Courts & Justice Client Success division, consolidating client meeting minutes into a central repository to improve cross-team visibility and readiness for AI-driven analytics.
 - Leveraged PowerAutomate to create and organize over 100 OneNote notebooks into the proper folder structures, eliminating dozens of hours of manual work.
 - Built a Power BI adoption report for managers to monitor real-time usage and engagement with the new process, driving team accountability and data-driven improvements.
- Author of a monthly division-wide productivity column (“Ctrl+Alt+Chantry”) offering useful technology tips as well as products and processes that improve efficiency across all Tyler Technologies teams. All while providing levity and entertainment to improve reader engagement.
- Took ownership of cross-departmental training initiatives, automating information sharing and coordination for hundreds of staff across Client Success, ASE, and Technical Services teams in collaborative “Lunch & Learn” sessions.

Experlogix

South Jordan, Utah, United States

Enterprise Client Success Manager and Gainsight Administrator

Aug 2022 - Jul 2024

- Orchestrated the establishment of the Client Success department, leading to a 30% increase in customer satisfaction scores within the first year
- 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
- Led an initiative to streamline issue resolution processes across departments, decreasing response time by 30% and boosting overall client satisfaction
- Developed and implemented key processes that improved Client Success productivity by 40% while ensuring consistency across all client interactions
- Facilitated and implemented automated systems for sending and tracking CSAT and NPS surveys, ensuring timely and consistent delivery as well as gathering analytical data to create actionable insights, driving continuous improvement throughout the corporation.

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 efforts among 5 teams 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

Enterprise Customer Success Manager

Jul 2017 - Jul 2020

- Streamlined the tracking of 1,000+ client meetings, which enhanced follow-up processes and resulted in a 30% increase in customer satisfaction scores
- Enabled clients to enhance operational efficiency through personalized training and support on our products, achieving a 30% boost in user satisfaction ratings
- 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 over \$15M ACV accounts, delivering 'white glove' service that improved customer engagement scores by 30% and reduced churn by 15% year-over-year for more than 250 strategic accounts.
- Led several dozen nationwide on-site visits with key clients, including high-priority emergency management engagements to resolve and de-escalate sensitive operational situations.

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 a portfolio of diverse implementation projects, for over 30 public safety agencies across Nevada. Achieving a project completion rate of 95% on time and yielding a 50% reduction in process inefficiencies
- Reduced customer support turnaround time from 24 hours to less than 10 minutes by streamlining processes and creating new infrastructure, greatly enhancing customer satisfaction scores by 60%
- Created and promoted innovative training protocols adopted by nearly 30 Nevada public safety agencies, leading to a 50% increase in staff certification rates
- Drove quick resolution on over 200 complex technical issues by collaborating with cross-functional teams, resulting in a 95% customer satisfaction rate and increased client retention.
- Dozens of On-Site visits with Sheriff's offices, Police Departments, Dispatch Centers, and Jail facilities that included end-user to executive level interactions.

Senior Technical Analyst

Jun 2014 - Jun 2016

- Implemented a comprehensive training strategy for new technical analysts, which accelerated onboarding by 40% and resulted in a 20% increase in team output over six months
- Generated \$2M+ revenue as tier 2 technical analyst by leading entire onboarding process for products of Weber County Sheriff's Office, Dispatch Center, Police Department, and Jail.
- Recognized by top executives for outstanding contributions, receiving multiple commendations for being a top performer, which contributed to a 20% increase in customer satisfaction ratings
- Delivered multiple high impact presentations at Motorola's nationwide Summit, educating over 500 system administrators from diverse public safety agencies on best practices and innovations

CERTIFICATIONS

Graphic design essentials

Spillman Application Administration Specialist

Criminal Justice Information System Security & Awareness Training Cert.

CompTIA A+

SKILLS

- Customer Success Strategy
- Process Improvement
- Technical Troubleshooting
- Customer Engagement Optimization
- Customer Experience
- Integrations
- Executive Communication
- Account & Sales Operations
- SaaS industry methodologies
- Client Satisfaction & Retention
- Team Building & Leadership
- Operational tool design and deployment
- Data Analysis
- Analytical Data Interpretation
- Employee Mentorship
- Analytical Problem Solving
- Public Safety software solutions
- Software Solutions
- Project Management
- Cross-functional Team Coordination
- Public Safety Culture
- Team enablement
- SaaS methodologies
- Jail and Corrections Facility Operations

Professional references and additional career history available upon request.