

Sandro Pierre

Director of Customer Success

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Director of Customer Success with over five years of experience driving client satisfaction and retention through strategic communication and data-driven insights. Proficient in leading cross-functional teams, optimizing customer lifecycle management, and enhancing onboarding processes. Committed to leveraging analytics and innovative strategies to foster strong client relationships and achieve measurable business outcomes.

Employment history

Jul 2024 - Apr 2025

Customer success Manager

Blue solar consulting at Remote

- Facilitated client onboarding, enhancing understanding of services and strategies.
- Managed client accounts, addressing inquiries and providing updates.
- Monitored lead generation, optimizing campaigns for better performance.
- Resolved client issues promptly, improving overall experience.
- Collaborated with teams to meet client goals and foster strong relationships.
- Enhanced customer onboarding processes, resulting in faster integration and increased satisfaction among new clients.
- Analyzed customer feedback trends to implement service improvements, yielding noticeable results in client engagement and loyalty.

Jul 2023 - Jun 2024

Director of Customer Success

Sawa Inc. at New York, NY

Managing a portfolio of key client accounts and serving as the primary point of contact for all client communication

- Developing and maintaining strong relationships with clients to ensure satisfaction and retention
- Identifying opportunities for upselling and cross-selling products and services to existing clients
- Collaborating with internal teams to ensure timely and successful delivery of solutions to clients
- Tracking and analyzing key account metrics to assess performance and identify areas for improvement
- Resolving client issues and concerns in a timely and professional manner
- Providing regular reporting and updates to clients on account status and progress
- Staying current on industry trends and best practices to provide clients with valuable insights and recommendations

Mar 2022 - Jun 2023

Account Manager

Audience.co at Miami, FL

- Nurture client relationships, boosting retention through strategic communication and trust.
- Elevate customer satisfaction, achieving measurable loyalty improvements through feedback analysis.
- Lead cross-functional teams, streamlining project timelines to enhance delivery speed.
- Craft outreach strategies, significantly increasing client engagement and retention rates.
- Generate insights from customer feedback, improving service delivery and client satisfaction.

Feb 2020 - Mar 2022

Assistant Manager

United Healthcare at Fort Lauderdale, FL

Building and maintaining strong relationships with customers to ensure satisfaction and retention

- Onboarding new customers and providing training on the product or service
- Acting as the main point of contact for customers, addressing any questions or concerns in a timely manner
- Collaborating with internal teams to ensure customer needs are met and issues are resolved
- Analyzing customer data and feedback to identify trends and areas for improvement
- Developing and executing customer success strategies to drive adoption and usage of the product or service
- Conducting regular check-ins with customers to assess their needs and provide ongoing support

Jan 2019 - Feb 2020

Customer success Supervisor

Kforce at Coral Springs, FL

- Led team operations, improving efficiency and service quality; enhanced customer satisfaction.
- Conducted performance reviews, fostering staff growth; improved team productivity.
- Managed inventory and sales trends; increased profitability through strategic insights.
- Recruited and trained staff; ensured exceptional customer service delivery.
- Resolved customer issues swiftly; maintained high satisfaction levels.

Education

Bachelor of Arts in Criminal Justice

John Jay College Of Criminal Justice Of The City University Of New York at New York, NY

Diploma

SunED High School at FL

Skills

Customer Success

Expert

Team Leadership

Expert

Account Management

Expert

Microsoft Office

Expert

Salesforce

Expert

Zoho

Expert

Customer Service

Expert

Sales

Expert

Analytics

Expert

Languages

English

Native

Links

[LinkedIn](#)

Hubspot

Expert

Airtable

Expert

Performance Management

Expert

Training

Experienced

Go high Level

Expert

Haitian Creole

Native