

SARAH BARTKUS | Customer Success Manager

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CAREER SUMMARY

A passionate SaaS Professional looking for a remote career in Customer Success Management. Offering 20 years in Customer Service, 8 years in Management, and 4 years in Sales. My experience has given me the ability to understand the importance of building strong relationships with clients and helping them grow their business. Proven track record of fostering and developing accounts, while delivering exceptional customer experience and exceeding revenue targets.

EXPERTISE

Contract Redlining | Product Demonstration | Business Advisory/Consulting | Customer Retention | Negotiation | Product Adoption | Multi-Product Sales | Problem Solving | Strategic Planning | Relationship Building/Rapport | Organized Prospecting

TECHNICAL SKILLS

SalesForce | ChurnZero | Gong | Data Analysis | ChiliPiper | SaaS Sales | Google WorkSpace | SalesLoft | IT Support/Zendesk | HighSpot | SOP's

PROFESSIONAL EXPERIENCE

Account Manager / CSM Hybrid | ServiceTrade | Durham, NC ***Presidents Club 2024** **Sept 2023 - present**

Metrics: Managing a 3 Million Dollar Book of Business with 340+ Clients. 20 Meetings and 250 emails a week.

- Building and maintaining strong relationships & rapport with all clients.
- Managing all renewals, contract negotiations, business advisory, and product demonstrations.
- Identify cross-sell and up-sell opportunities.
- Strategize full opportunity & proposal management.
- Review customer data and pinpoint where improvements and adoptions need to be made.
- Distinguish client needs, offer solutions, enhance services, boost satisfaction and retention.
- Advocate and collaborate with senior management on clients behalf.
- *Product Ambassador.** Supporting my team to stay up to date with product changes and strategies to help with sales.
- *Culture Club Member.** Helping drive our company values by analyzing employee feedback and finding solutions for our organizations improvement.

Sales Development Representative | ServiceTrade | Durham, NC

Nov 2022 - Sept 2023

Metrics: Outbound Sales Outreach of 85 Calls Per Day, Booking 15 Meetings Per Month.

- Cold calling and emailing into businesses to qualify them as an ICP customer.
- Prospecting and building relationships with potential buyers.
- Identifying executives and book appointments for our Account Executives.
- Organizing marketing campaigns and outreach strategies.
- Cross-Team Collaboration to help our AE's initiatives.

Business Development Representative | Arrow | Durham, NC

Oct 2021 - Feb 2022

Metrics: Outbound Sales Outreach of 60 Emails/Calls Per Day and 8 Product Demonstrations Per Month.

- Cold calling and emailing into businesses to qualify them as an ICP customer
- Prospecting and building relationships with potential buyers.
- Identify executives and help present demos alongside our Account Executives.
- Organize marketing campaigns and outreach strategies.

EDUCATION

High School Diploma | Roseburg Senior High

Command of The Message Sales Training | Ascender, Force Management

REFERENCES

Dorothy Westall | Strategic Account Manager | ServiceTrade | 919-306-6442

Trey Wood | Senior Business Development Manager | ServiceTrade | 336-404-5343

Angelo Sharp | Strategic Customer Success Manager | Conduit Tech | 919-370-0138

Jack Cofelt | Director of Fire & Life Safety | ServiceTrade | 214-475-5663