Nina Johansson

Senior Customer Success Manager

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SUMMARY

Customer success manager with 6 years in B2B SaaS, owning enterprise books of up to $5.4M ARR. Raised net revenue retention from 104% to 118% in 2 years and halved time to first value with a new onboarding plan. Builds health scores and playbooks that catch risk a quarter early.

EXPERIENCE

Senior Customer Success Manager — Fieldnote Software

Kansas City, MO · May 2022 – Present

- Owned 45 enterprise accounts worth $5.4M ARR, raising net revenue retention from 104% to 118% in 2 years.
- Ran onboarding for 30 new customers with a 60-day success plan, cutting time to first value from 75 to 35 days.
- Built Gainsight health scores from usage, support and survey data that flag risk about a quarter before renewal; 9 of 11 flagged accounts renewed.
- Led QBRs with executive sponsors that surfaced $700K in expansion opportunities for account executives.

Customer Success Manager — Trellis Health Software

Overland Park, KS · Jun 2019 – Apr 2022

- Managed 120 mid-market clinics on a scheduling platform, keeping gross retention at 93%.
- Created a webinar series and help-center guides that cut onboarding support tickets by 40%.
- Collected and ranked feature requests from 300 customers for the product team; 4 of the top 5 shipped within a year.

SKILLS

Customer success: Onboarding, adoption plans, QBRs, renewals, expansion, churn prevention, health scoring

Tools: Gainsight, Salesforce, Zendesk, Pendo, Looker

Strengths: Executive communication, training and webinars, escalation management, product feedback

EDUCATION

B.A. Psychology, University of Kansas, 2019

Fictional example by FindAJobAI: the person, employers and numbers are invented.