Henrike Solvang-Abara

Customer Success Specialist

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SUMMARY

Customer success specialist with 4 years in B2B software, managing a book of 85 mid-market accounts worth $1.3 million in annual recurring revenue. Runs onboarding, quarterly reviews and renewal preparation in Gainsight and Salesforce, and lifted gross retention in her book from 87% to 93%.

EXPERIENCE

Customer Success Specialist — Brandywine Ledger Software

Wilmington, DE · Feb 2023 – Present

- Manage 85 mid-market accounts worth $1.3 million in ARR, holding gross retention at 93% across 2 renewal cycles.
- Onboard about 6 new customers a month, cutting average time to first live invoice from 31 days to 18.
- Run 40 quarterly business reviews a year, using usage data to agree 3 adoption goals with each customer.
- Flagged 14 at-risk accounts through a health score built in Gainsight, saving 10 of them before renewal.

Customer Support Associate — Kestrelwood Payroll Systems

Newark, DE · Jun 2021 – Jan 2023

- Resolved about 45 tickets a day by chat, phone and email with a 94% satisfaction score.
- Wrote 22 help center articles on payroll setup that cut repeat tickets on those topics by about 30%.
- Trained 5 new support hires on the product and ticket workflow during 2 hiring waves.

SKILLS

Account work: Onboarding, quarterly business reviews, renewals, expansion leads

Retention: Health scoring, churn risk reviews, success plans, escalation handling

Systems: Gainsight, Salesforce, Zendesk, HubSpot, Looker

Communication: Customer training, webinars, help center writing, executive updates

CERTIFICATIONS

Certified Customer Success Manager (CCSM) Level 1, SuccessCOACHING, 2024

EDUCATION

BA, Business Communication, University of Delaware Valley, 2021

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