

CHRISTOPHER J. LEVY (CJ)

Lakewood Ranch, FL - Open to Remote, Hybrid, Onsite & Travel

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GLOBAL CLIENT SUCCESS EXECUTIVE & STRATEGIC PROJECT MANAGEMENT

A strategic, results-oriented and successful leader intently focused on increasing customer experience, reducing churn while expanding growth, and driving customer satisfaction through focused team leadership and business process improvement. An empathetic leader experienced at developing, coaching, and scaling diverse and inclusive high-performing teams. Highly effective at executing data-driven strategies, prioritizing results, and placing customer needs at the forefront of business initiatives in organizations from early start-ups to Fortune 1,000. A collaborative, highly inspirational executive who adds value by:

- **Strategic Vision and Leadership:** Demonstrating strategic vision and leadership by restructuring the global customer success organization at Tricentis, resulting in a 360-basis point increase in gross retention rate and a 16% increase in customer satisfaction.
- **Cross-Cultural Communication Skills:** Leading and managing diverse teams across AMS regions, including overseeing a \$80M book of business at Tricentis.
- **Data-Driven Decision-Making:** Implementing advanced training and compensation models, improving CSM coverage efficiency by 20%, and driving significant increases in customer retention and satisfaction.
- **Customer Advocacy and Relationship Building:** Establishing a Digital Engagement organization enhanced customer retention by 18% and customer satisfaction by 16% for accounts under \$50K ARR, showcasing his commitment to customer advocacy and relationship building.

AREAS OF EXPERTISE

Customer Retention & Growth | Business Process Optimization | Leadership Development | Coaching & Mentoring | Performance Management | Change Management | Relationship Building | Revenue Forecasting | Strategic Decision-Making | SaaS | B2B | Communication Skills | Business Process Improvement | Strategic Planning | Team Leadership | Highly Motivated | Inclusive | Mission Driven | Product Leadership | Project Management | SaaS Tools | Integration | Customer Experience | M&A Team

PROFESSIONAL EXPERIENCE

TRICENTIS, ATLANTA, GA

Director of Customer Success (AMS & LATAM)

JUNE 2021 TO AUGUST 2024

Managed AMS regional Customer Success organization, working closely with Renewals Specialists, Executive Leaders, and contractors with an \$80M book of business including both SaaS and perpetual clients.

- Lead a 360-basis point increase of Gross Retention Rate (GRR) and drove a 16% increase of Customer Satisfaction (CSAT) from '21 to present, far surpassing annual targets.
- Integral involvement in the creation of a Digital Engagement organization for supporting low ARR accounts thereby increasing annual retention 18% in said segment.
- Member of a Team that designed and implemented a data-driven Dynamic Account Segmentation model resulting in a 20% churn reduction and a 30% increase in customer engagement metrics.
- Founding Member of Customer Advisory Board (CAB) and Product Advisory Board (PAB).
- Leader in the development of corporate NPS program and orchestrated launch of data-driven Customer Health Scoring system, both of which improved Enterprise customer satisfaction by 35%.
- Directed restructuring of regional Customer Success teams and introduced advanced reporting which increased coverage efficiency by 18% and enabled growth of customer base by an additional 25%.
- In collaboration with HR, redesigned Customer Success job roles to incorporate specialized training and cross-functional skill development, and redefined compensation models.
- Directed customer advocacy initiatives and implemented customer feedback loop which increased customer engagement by 20+%.

LifePoint Health, Henderson, NC
REGIONAL DIRECTOR OF CAPITAL PROJECTS & COMPLIANCE

DECEMBER 2018 TO JUNE 2021

Supervised and coordinated the Assessment, Implementation & Continued Education of Environment of Care / Life Safety for Healthcare Organizations.

- Initially retained as a consultant to complete a system-wide assessment of EOC / Life Safety compliance risks as well overall function of facility assets with an emphasis on efficiency, I accepted a full-time position in March 2020.
- Successfully managed and completed 29 projects ranging in scope, duration and financial investment. These have included the construction of a \$14 million-dollar Adult Behavioral Health Unit & \$3.2 million Catheterization Lab.
- Leader of projects that included the construction of a new \$9 million Cancer Center, \$6 million renovation to ED, In-Patient Dialysis Center and over 21 other smaller projects.
- Managed a team of 21 Directors of multi- disciplinary specialties to implement and develop 92 individual policies focused on Environment of Care, Life Safety and Emergency Management that were all accepted by the Board of Trustees.

Life Safety Compliance Solutions, Overland Park, KS

VICE PRESIDENT OF BUSINESS OPERATIONS

OCTOBER 2015 TO DECEMBER 2018

Founding Executive for a newly created division that focused on the evaluation, consultation and implementation of Life Safety Codes at Healthcare Facilities throughout the US.

- Offering Life Safety Consulting for over 600 healthcare facilities throughout the US focusing on EOC Compliance with an emphasis on NFPA 101, NFPA 80 & NFPA 105. I worked closely with facilities in anticipation of upcoming CMS / TJC / DNV Surveys as well as consulted on remediation of citations and ensuring future compliance.
- Designed and implemented training programs for healthcare clients focused on Life Safety and Facility Management (Groups ranging from 8 - 150).
- Served as Senior Officer on the Executive Team to ensure corporate compliance with all CMS, TJC, DNV and NFPA relevant Life Safety Codes

Trinity Fire Partners, Wake Forest, NC

PRINCIPAL OWNER

FEBRUARY 2011 TO OCTOBER 2015

Small Business Start-up that within four years successfully consulted at just over 300 healthcare facilities.

- Responsible for the daily operation of and planning for a start-up organization that resulted in the eventual acquisition by the industry leader in Life Safety Compliance Consulting.
- Managed a staff / contractor team of 18 highly trained and technical consultants.
- Invited to speak at dozens of industry specific events as well as to serve on committee panels for several code enforcement governing bodies.
- Maintained SME level certifications at two of the largest independent testing laboratory agencies in the United States.

EDUCATION

The College of New Jersey – Business Management 1997-2001

Executive Programs & Certifications: Prosci Change Management for Executives; SOAR Leadership Development & Executive Coaching Program; Force Management – Command of the Message, Solution Selling & MEDDPIC; Certified Instructor of Crucial Conversations.

TECHNICAL ACUMEN

Systems: Windows Desktop & Server, Linux Desktop & Server, SAP, Cloud Service

Software & Applications: Microsoft Office 365 Suite, Salesforce, Gainsight, Workday, PowerBI, Lucid, Jira, Clari & Oracle E-Business, NetSuite, MS SQL Server, Ubuntu Linux Server,

CORE COMPETENCIES

Hard & Soft Skills: AI, Ambitious, Analytical, Authentic, Budget Management, Business Growth, Business Process Development, C-Level Relationship Management, Communicative, Confident, Conflict Resolution, Consistent, Continuous Process Improvement, Cross Sell, Cross-Functional Team Building, Customer Satisfaction Improvements, Customer Success, Data Privacy, Data-Driven Strategies, Dedicated, Detail Oriented, Diplomatic, Empathy, Enthusiastic, Mergers and Acquisitions, Open-minded, Optimistic, Product Adoption, Steady, Strategic Thinking, Strategic Vision, Technical Assistance, Track Record Of Building, Trustworthy, Upsell, Use Cases, Verbal and Written Communication
