



ALEJANDRA MANSILLA

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PROFESSIONAL SUMMARY

With 15 years of experience in Multifamily and a strong background in Customer Success leadership, I am the perfect candidate for any organization looking to improve their processes and streamline operations to decrease costs and promote organizational efficiency.

SKILLS

- Process improvement
- Customer Advocacy
- Salesforce proficiency
- Public Speaking
- Software Implementation
- Relationship Management
- Customer Account Management

WORK HISTORY

SENIOR CUSTOMER SUCCESS MANAGER

01/2023 to 01/2024

Funnel Leasing

- Project Manager for a high Enterprise Account.
- Responsible for ensuring accurate configuration and adoption of CRM software.
- Tracked Project deliverables on Monday.com.
- Facilitated stand-up meetings with the product team and customer to drive a successful Pilot of a Mobile app product.
- Collaborated with product and development team to gather project requirements.
- Assisted customers with onboarding and product setup to foster successful adoption and usage.
- Partnered with Sales to drive upsell opportunities.

DIRECTOR OF CUSTOMER SUCCESS

11/2021 to 11/2022

Nurture Boss

- Implemented new onboarding strategy which increased time-to-value by more than 50%
- Established metrics for time savings, ROI value, and conversion data into a weekly scorecard.
- Laid the groundwork for Customer Success and implemented and launched Client Success Software to measure customer success retention, growth, and performance.
- Worked as a liaison for customer needs with Product Management to implement new product features to assist with time to value, implementation, and help support the growth of the customer database.

- Helped implement a Knowledge Base for customers to access 24x7 with an intent to decrease support questions by 30% and increase CSATs and customer retention.
- Hired, trained, and developed 2 CSM's on ways to provide continual client education around capabilities, engagement tactics, new features, product usage, & processes.
- Collaborated with the sales team to identify performance trends, upsell, and generate growth opportunities within key accounts.
- Measured effectiveness of the Client Success Team by defining, tracking, and reviewing team metrics.

CUSTOMER SUCCESS/ SOLUTION ACCOUNT MANAGER *01/2014 to 07/2021*

Realpage Inc.

- Helped build the foundation of Mobile Facilities Account Management team by creating reporting metrics to deliver Quarterly and Monthly scorecards to gauge adoption with Mobile Facilities.
- Boosted adoption by 35% with proactive account servicing and diligent relationship building.
- Conducted New User Training post-implementation.
- Mentored and Trained new team members.
- Facilitated meetings, and developed, and delivered training and QBR presentations to clients.

PRODUCT SUPPORT AGENT III

10/2009 to 01/2014

Realpage Inc.

- Quality Analyst for Helpdesk Agents.
- SME for Spend Management Product.
- Answered 50+calls a day providing first call resolution, & exceeding target rate by 15%
- Knowledge of RealPage Software including Leasing and Rents, Leasing Desk Screening, Facilities, and Spend Management.
- Resolved escalated issues by serving as subject matter expert on wide-ranging issues.
- Worked with the software development team on reported errors and bugs on newly released software and assisted in the deployment of release fixes.

EDUCATION

Associate: Arts Program

Anoka Ramsey Community College

- Credits: 30 Semester Hours
- GPA: 3.8

LANGUAGES



Spanish



Native or Bilingual