

Lindsay Marrione

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SUMMARY

Innovative Customer Success Manager in the revenue cycle management (RCM) industry experienced in strategically maintaining client satisfaction. Increased the company's client base by performing software demonstrations, launched a marketing position to connect with target audiences, and designed a Master Client Matrix to organize data from across five company departments.

WORK HISTORY

CUSTOMER SUCCESS MANAGER | 06/2022 to Current
Millin Associates - Lynbrook, NY

- Monitors data over 300 accounts to strategize and enact workflows that determine client satisfaction.
- Fosters relationships with clients via written and verbal communication to find areas for product improvement.
- Facilitates webinars and software demonstrations to prospective clients, curating presentations to their unique needs.
- Promotes and upsells products at conferences while also strengthening relationships in-person with existing customers.
- Curates six newsletters to six client bases to share company and industry news, and stay in touch with target audiences.

ART DIRECTOR AND ILLUSTRATOR | 10/2019 to 05/2022
The University Of Delaware - Newark, DE

- Improved brand consistency for University Student Centers by implementing visual guidelines across all platforms.
- Created original promotional materials and iconography for student programs including e-boards, posters, and signage.
- Founded The Artist Space blog opening a platform to feature student artwork and run monthly art competitions.
- Increased submissions to The Artist Space art competitions through development of social media campaigns.
- Curated displays in University Student Centers of various Registered Student Organizations, increasing membership.
- Collaborated with Registered Student Organizations to design original logos, posters, and promotional media.

EDUCATION

University of Delaware - Newark, DE | Bachelor of Arts
English Major, History And Advertising Minors, 05/2022

SKILLS

Customer Account Management

Client Relations

Training and mentoring

Inter-department collaboration

Customer Relationship Building

CRM Software

Teamwork and Collaboration

Strategic Planning

PROFICIENCIES

- HubSpot
- Microsoft Office
- G-Suite
- Adobe Creative Cloud
- Asana
- Divi Visual Builder
- Wix Website Builder