



LIZANDRA ALVARADO

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Passionate and empathetic Senior Manager with 10+ years of experience in Customer Engagement. Fluent Spanish-speaker with a strong track record of building client relationships and enhancing customer experiences. Skilled in managing large accounts, driving product adoption, and leading customer success teams. Proven ability in strategic planning, public speaking, presenting, and advocating for customer needs.

EXPERIENCE

Sr. Manager, Customer Engagement – Americas

S&P Global – US Remote

01/2023 to Present

- Responsible for all clients in the Americas region, 200 accounts ranging from SMBs to large enterprises.
- Develop and maintain strong client relationships, acting as the primary point of contact for escalations and strategic planning.
- Lead team of customer success analysts, providing mentorship and guidance to achieve departmental KPIs.
- Collaborated with sales, product, tech, support, implementation teams to advocate for customer needs, drive product enhancements, communicate issues and feedback.
- Act as main point of contact for Tier 1 accounts requiring white glove treatment and assign new accounts to analysts as needed.
- Host weekly/bi-weekly calls with Tier 1 complex accounts and run QBRs, Bi-annual reviews and ABRs including roadmap, updates, new functionality, and strategic next steps to improve partnership.
- Increase product adoption and usage among client population by identifying opportunities for growth, necessity for trainings and engagement calls with internal stakeholders.

Manager, Customer Success

TruSight Solutions – New York, NY (Remote)

12/2018 to 02/2023

- Strategically manage 20 accounts ranging in size from SMB to large enterprises by developing an understanding of each customers' unique business needs and helping them succeed with the right TruSight products. Maintained 100% client retention with a revenue of \$5M.
- Successfully manage wearing multiple hats and navigating the startup environment, reporting directly to CRO and CEO.
- Responsible for managing the successful roll-out of TruSight products to customer third party program teams, by building out project timelines, scheduling training sessions with appropriate stakeholders, and managing the delivery and consumption of TruSight products.
- Work closely with Sales and Product Teams to develop engagement strategies and improve customer readiness pre-sales and support customers to ultimately drive retention, expansion and upsell opportunities.
- Coordinate and lead Quarterly Business Reviews (QBRs) to drive value realization benefits for our customers to drive customer satisfaction and renew business.
- Lead and work closely with Marketing Team on news releases and customer communications, such as webinar sessions for customers and prospects highlighting different topics to engage the customer population and others in the industry.
- Internal advocate for clients and external advocate for company, capture client requirements and feedback and communicate findings internally to appropriate teams to improve client engagement while also advocating for the company to clients.

Account Manager

IHS Markit – Dallas, TX

05/2016 to 08/2018

- Managed third-party relationships through engagement tactics and conveyed value proposition by assessing vendors' current due diligence process and developing a personalized, optimal use-of- platform for each vendor.
- Onboarded and trained customers becoming lead team member and assigning accounts to other team members.

- Developed the official reporting dashboard on KY3P platform for clients by gathering client requirements and applying product knowledge to display key metrics.
- Held quarterly calls with clients to gather client expectations and requirements for new platform releases and communicated internally with cross-disciplinary teams (devOps, product, eng, operations) to collaboratively develop prototypes of new platform releases.

Account Manager

*Veredus Hays - Dallas, TX
08/2015 to 05/2016*

- Managed active accounts with companies and performed full cycle staffing by acquiring open position reqs and filling them via own candidates.
- Interviewed candidates for contract, contract-to-hire and permanent/Direct Hire opportunities.
- Coordinated client/candidate interviews including debriefing candidates post interviews, presenting offers, and negotiating pay rates.
- Used staffing systems and tools including relational database applicant tracking systems, documenting actions in real-time.

Graduate Research Assistant

*Clemson University - Clemson, SC
08/2018 to 05/2020*

- **Project: NASA FUSION:** “Facilitating unified systems of interconnected networks”, a collaborative project with 5 other universities focused on providing countermeasures for teamwork performance in long duration exploration missions.
 - Design and conduct primary research to understand communication systems and teamwork behaviors during critical incidents.
 - Leverage in-person interviews with astronauts to understand behaviors, level of involvement with other teams, and systems set in place during critical incidents.
 - Manage 6 direct reports through mission and resource allocation and developing reporting systems for organizational purposes and coding techniques.
- **Project: Prisma Healthcare:** research project for Prisma Healthcare focused on organizational effectiveness initiatives.
 - Research and analyze communication systems for effective e-mail policies in the healthcare industry through a grant with Prisma Healthcare.

Investment Analyst

*Fisher Investments - Camas, WA
02/2015 to 08/2015*

- Facilitated and managed the sales process from first sales meeting to closing to account opening.
- Helped facilitate funding of over \$125MM in assets by working with all departments of the firm to fully onboard clients as quickly as possible.

EDUCATION

M.S. Industrial-Organizational Psychology

*Clemson University – Clemson, SC
Aug 2018- May 2020*

Thesis funded by NASA: *Identifying Thematic Patterns of Autonomy Shifts and Team Boundary Work for Long Duration Spaceflight Multi-team Missions.*

B.B.A Marketing

*The George Washington University – Washington, DC
Aug 2011-Dec 2014*

SKILLS

Customer Success, Salesforce, Relationship Management, Strategic Account Management, SaaS, CSM, Customer Adoption, Customer Engagement, Interpersonal, Proactive, Independent, Microsoft Excel, PowerPoint, Sales, Critical Thinking, Problem Solving