YURA DZHISHKARIANI

GET IN CONTACT

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AREAS OF EXPERTISE

- HTML, CSS, Saas, JavaScript, Swift, SwiftUI, SQL, API (REST), Cloud AWS and Azure
- Written and verbal communication skills
- Microsoft 365 (Word, Excel, PowerPoint, OneNote, Teams)
- Organization skills
- Time management skills
- Teamwork skills
- Multitasking skills
- Sales skills
- Saas solutions
- Salesforce
- Strong critical thinking ability
- Achieve and consistently exceed monthly targets
- Leveraging prospecting skills and relationships to build partnerships with potential clients

OTHER SKILLS

- The ability to analyze complex technical information
- Can analyze, design and implement cloud structures
- SEM and SEO Marketing
- Agile, SCRUM

EDUCATION HISTORY

Moscow State Institute Of International Relations
Bachelor's Degree,
International Jurisprudence
Sep 2009 – Jul 2013

WORK EXPERIENCE

Manager, Customer Success
Dray Alliance | 08/2021 – Present   Los Angeles, CA
- Established customer success strategies, metrics, and dashboard for SaaS book of business
- Managed relationships with key client account (SaaS company) to ensure optimal service and ROI
- Created Customer Success Team of 7 new members
- Utilized Microsoft 365: Formatting graphs and charts, Creating and editing formulas, Creating workbooks and sheets, Using pivot tables and Formatting documents for business operations.

Software Engineer
Freelance | 05/2021 – 09/2021   Los Angeles, CA
- Redesigned website for MarTech SaaS company using (HTML, Sass, Javascript on React)
- Build DataBase and Backend services for E-commerce website using (SQL-Postgres and NodeJS)

Customer Success Manager
Phonexa | 01/2021 –06/2021   Glendale, CA
- Build relationships and meet regularly with multiple large and strategic enterprise Premier Support customers with a combined support revenue of $4.7 million to understand their business objectives and build out plans and adoption strategy to optimize their IT infrastructure through quality service delivery management
- Actively promoting 'land and expand' model increasing revenue per customer by 12% quarterly
- Working closely with Product Managers and Software Developers leading to improvement of customer satisfaction rate and platform usage by 30%.
- Led over 7 projects implementing SaaS and client-server implementation projects at 2 remote locations (USA and UK).
- Collaborate with clients to recommend new business opportunities (website options, API integrations, white labeling, etc) and strategies to increase the volume of business.

Co-Founder
Naks | 01/2019 – 01/2021   Los Angeles, CA
- Collaborated and improved customer checkout process which led to a 15% increase in conversion rate and 25% engagement rate.
- Increased sales by 30% by implementing a new sales strategy and original email marketing campaign.
- Increased sales by 15% by determining needs, delivering solutions, and overcoming objections through skills in identifying customer pain points.
- increased retention rate by 40% by Investigating and solving customers' problems regarding products, prices, and availability to maintain long-lasting relationships.

Customer Success Manager
Liferay | Jan 2018 – Mar 2019
- Manage the post-sales relationship with highly strategic Liferay customers
- Develop customer success plans, identifying business goals and success measures, and driving the achievement of key milestones.
- Building successful senior-level business relationships and facilitating conversations at all levels, including the C-suite

Account Manager
Don-Stroy Invest | Jun 2015 – Nov 2017
- Built deep relationships with SaaS clients to understand their specific needs and brought in $1M in upsells to satisfy those needs.