Simon Kushnirenko

Customer Success Manager

Contact

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Tools

Collaboration
- Notion
- Slack
- Loom

Sales enablement
- HubSpot
- Gong.io
- Pitch.io

Certifications
- Introduction to SQL | DataCamp
- Introduction to Python | DataCamp
- Monetizing AI | DataCamp

Discovery
- Apollo
- Mailchimp
- Hunter
- Clay

Areas of Expertise

- Account management
- B2B Sales and Customer Success
- Negotiation
- Product demos and decks presentation
- Content creation and webinars

Languages

- French: C1
- English: fluent
- Ukrainian: fluent
- Russian: fluent

Education

Krakow University of Economics

Master's in International Business | 2014 - 2016
Krakow, Poland

Kharkiv National Law University

Bachelor's in Law | 2010 - 2014
Kharkiv, Ukraine

Profile

Senior Customer Success Manager with 7+ years of experience managing complex enterprise relationships and driving operational excellence in high-stakes environments. Expert in Service Management, delivering white-glove support to global stakeholders while managing contractual SLAs, financial health, and risk mitigation. Proven track record of improving Net Revenue Retention (115% NRR) and reducing churn through proactive account planning and data-driven service reviews. Skilled in bridging technical teams and executive leadership to deliver service improvements and long-term value.

Work Experience

Strategic Customer Success Manager | October 2024 – May 2025 | Paris
AdCreative.ai | *AI-powered SaaS marketing platform that generates and optimizes digital advertising creatives.*

- Built scalable onboarding workflows and playbooks for SMB segment, designing automated touchpoints and self-service resources that reduced time-to-value by 30% and improved adoption rates.
- Designed and implemented automated workflows for billing, invoicing, and customer communications, reducing manual work by 40% and enabling the team to scale customer engagement efficiently.
- Automated high-volume customer inquiries, improving first-response time and overall support satisfaction
- Built account health monitoring framework and automated churn risk alerts in CRM, enabling proactive interventions that reduced attrition by 15% and contributed to 115% NRR.
- Delivered live product demos and crafted compelling sales decks via Pitch.io, boosting sales processes and product adoption.

Senior Account Manager (CSM) | April 2019 – November 2023 | Paris
Prismic.io | *Headless content management system (CMS) that enables developers and content creators to collaborate efficiently on web and mobile content*

- Managed a portfolio of 50+ enterprise accounts ($2M+ ARR), driving platform adoption through usage-based engagement strategies and tailored success plans; conducted regular executive check-ins to align solution evolution with business transformation goals.
- Boosted customer retention by 15% over two years by implementing targeted engagement strategies.
- Identified and resolved operational inefficiencies, reducing process bottlenecks by 25%; partnered with Product Marketing and UX teams to enhance the customer journey, achieving a 15% increase in client satisfaction
- Created pricing proposals and partnership program presentations to support business development.
- Produced content assets including video guides, articles, and webinars to improve user onboarding and self-service.
- Led onboarding and account management processes for new and existing clients; implemented process enhancements that resulted in a 30% reduction in churn over 12 months.
- Developed and implemented lead prospecting strategies to support agency partnership growth initiatives.

Account and Security Risk Specialist | Dec 2016–Sep 2018 | Krakow
UBER | Global technology transportation company

- Investigated customer performance and platform integrity across EMEA, leveraging SQL to detect inefficiencies and fraud trends.
- Coordinated with cross-functional teams to improve compliance, marketplace health, and customer trust.
- Produced analytical reports that guided leadership on corrective actions and process optimizations.