Grace Kimani

Customer Success Lead, B2B Software

CONTACT

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SKILLS

- Account management ●●●●●
- Onboarding design ●●●●●
- Coaching ●●●●○
- Data analysis ●●●●○
- Presenting ●●●●○

LANGUAGES

English	Native
Swahili	Native
French	Conversational

CERTIFICATIONS

Gainsight Certified Customer Success Manager, 2021

ITIL 4 Foundation, 2019

PROFILE

Customer success leader with 9 years of experience in B2B software. I build onboarding and renewal programs that keep customers longer, and I lead teams across Africa, Europe and the Middle East.

EXPERIENCE

Customer Success Lead

Savanna Cloud 2021 to present

- Lead 12 managers who look after 380 business accounts
- Raised net revenue retention from 94% to 112%
- Launched a customer academy used by 5,000 people

Customer Success Manager

Kilimani Software 2018 to 2021

- Managed 60 accounts worth USD 4.2 million a year
- Cut churn from 14% to 6% with quarterly business reviews

Support Specialist

Rift Valley Telecom 2016 to 2018

- Resolved about 40 customer cases a day with a 96% satisfaction score

EDUCATION

MBA, General Management

Strathmore University 2018

BCom, Marketing

University of Nairobi 2015