Grace Kimani

Customer Success Lead, B2B Software

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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 2021 to present
Savanna Cloud · Nairobi, Kenya

- 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 2018 to 2021
Kilimani Software · Nairobi, Kenya

- Managed 60 accounts worth USD 4.2 million a year
- Cut churn from 14% to 6% with quarterly business reviews
- Built the onboarding playbook adopted by the whole team

Support Specialist 2016 to 2018
Rift Valley Telecom · Nakuru, Kenya

- Resolved about 40 customer cases a day with a 96% satisfaction score
- Wrote 80 help articles that cut repeat tickets by 20%

EDUCATION

MBA, General Management 2018
Strathmore University

BCom, Marketing 2015
University of Nairobi

SKILLS

Customer success: Onboarding, renewals, QBRs, health scoring, churn analysis

Tools: Salesforce, Gainsight, Zendesk, Looker

Leadership: Coaching, hiring, playbooks, cross-team projects

CERTIFICATIONS

- Gainsight Certified Customer Success Manager, 2021
- ITIL 4 Foundation, 2019

LANGUAGES

English (native), Swahili (native)