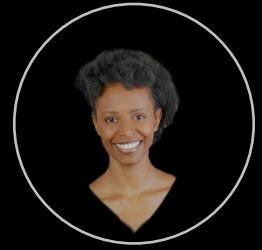






# Joan F



Client Success Architect | IT Service Relationship Manager

## Partnership Cultivation

Client-focused professional dedicated to transforming IT services into business value through:

- ✓  Strategic Advisory - Aligning solutions with client objectives
- ✓  Expectation Management - Clear communication frameworks
- ✓  Service Optimization - Continuous improvement cycles
- ✓  Satisfaction Engineering - Proactive relationship nurturing

## Client Experience Enhancements

### Relationship Building

- Quarterly business reviews
- Stakeholder mapping
- Customized reporting

### Service Coordination

- Escalation management
- Change advisory
- Roadmap planning

### Success Measurement

- NPS tracking
- ROI analysis
- Adoption metrics

## Performance Highlights

### Retention

- 98% client renewal rate
- 92% CSAT scores



## Growth

- 35% cross-sell success
- 28% referral business

## Efficiency

- 40% faster issue resolution
- 25% fewer escalations

## Relationship Toolkit

- CRM: Salesforce, HubSpot
- Reporting: Power BI, Tableau
- Collaboration: MS Teams, Zoom
- Documentation: Confluence, SharePoint

## Service Philosophy

*"True account management isn't about contracts - it's about creating such undeniable value that clients can't imagine working without your partnership."*

