

Patrick Ruster

Currently seeking Director of Customer Success, Head of Customer Success, & Senior Enterprise CSM roles. Passionate about working with data and analytics to improve CS operations, customer outcomes, and increase team-wide efficiency while providing customers and stakeholders delightful experiences.

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EXPERIENCE

Sama, San Francisco CA (Remote) – Strategic Customer Success Manager

May 2021 - September 2022

Achieved 129% NRR & 90% Logo Retention in 2021

Managed a portfolio of strategic (enterprise) customers with an eye toward retention, account growth, and satisfaction goals totaling 8M ARR

Led customers through the customer journey from onboarding through renewal and growth

Improved customer engagement and increased adoption of the Sama platform by being the customer's most trusted advisor and the voice of the customer internally

Ensured alignment with customer expectations and behaviors to success, deeply understanding the customer's organizational goals, culture, blockers, and priorities

Drove effective collaboration with internal sales, product, engineering, global delivery, customer success engineering, and other teams to resolve cross-functional issues and seize opportunities

Analyzed project performance analytics to support Global Delivery teams

Worked with the customers to identify/resolve all issues that could impact customer satisfaction

Worked cross-functionally with Project Managers and Data Annotators in Kenya & Uganda to drive outcomes for the customer

Aligned closely with product and sales teams to report findings from the front lines to be turned into actionable insights, product features, & sales strategies

Faraday, Burlington VT – Senior Customer Success Manager

June 2019 - May 2021

Achieved 96% NRR in 2019, and 119% in 2020

Established a trusted advisor relationship with strategic customers and executive sponsors

Coordinated internal and external resources for the flawless execution of projects

Developed and maintained detailed project plans to track progress across multiple high visibility, complex assignments

Took up the role of player/coach; responsible for providing guidance to junior CSMs, as well as serving as an escalation point, when necessary

Produced and maintained product and platform documentation as necessary, with a focus on making it high impact and easy to understand

SKILLS

Customer Success
Account Management
Leadership
Data & Analytics
Process Improvement
CS Operations
Consultative Selling

AWARDS

DataRobot Presidents Club
2018

CarGurus Presidents Club
2016 & 2017

CarGurus Retention Award
2016 & 2017

John Hancock Prominence Award
2012

CERTIFICATIONS

Success Hacker
CSM Level 1

Hubspot
Inbound Certification

Facebook
Blueprint Certification

Google
Adwords & Analytics

DataRobot, Boston, MA — Team Lead, Customer Success

April 2018 - June 2019

*** Achieved 160% NRR in 2018, and 189% in 2019 w/ 100% logo retention ***

Founding member of the Customer Success team, responsible for developing the foundation that the motions the team would be built upon

Developed a trusted advisor relationship with customer key stakeholders and executive sponsors

Presented the DataRobot platform, capabilities, and benefits to new and existing stakeholders within a customer account

Maintained an up-to-date understanding of customer status through direct dialog, usage statistics, support tickets, other metrics and feedback channels

Worked across product management, engineering, data science and other teams to ensure customer insights were fed back into the organization

CarGurus, Cambridge, MA —Team Lead, Account Management

March 2015 - January 2018

Achieved 134% to quota in 2016, and 113% in 2017

Managed a team of 4 Account Managers while managing my own book

Worked with AMs on forecasting revenue, pipeline strategies, best practices, coaching, etc

Continued to work with sales leadership to improve processes and standard operating procedures

Cater2.me, Cambridge, MA — Account Executive

March 2015 - January 2018

Managed the full sales cycle from origination to close

Developed meaningful relationships with prospective clients utilizing a consultative sales approach to identify opportunities and offer solutions specific to each client

Coordinated internally with other departments to satisfy and execute all client requirements

EDUCATION

SUNY Plattsburgh, Plattsburgh, NY — BS. Marketing & Entrepreneurship

2001 - 2006

President, PSU Chapter of the American Marketing Association

Captain, Men's Lacrosse Team

Member, Outing Club