

# Adam Bishop

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**Current role** Enterprise Customer Success Manager at Aircover

**Experience** Sales, Enterprise, SaaS, No-Code, Security, DevOps, Artificial Intelligence, Machine Learning

**Technologies** JavaScript, Python, Salesforce, GSuite, Zendesk, Confluence, Slack, ChatGPT, CSS, HTML, Zoom, AWS, Kubernetes, Postgres, MySQL, JIRA, macOS, Miro, REST API, Gainsight, Photoshop

## Work experience

**Enterprise Customer Success Manager, Aircover** 🏢

Apr 2024 - Present (9m)

GenAI on Live Sales Calls  
Sales

JavaScript Python Salesforce GSuite Zendesk Confluence Slack ChatGPT

- First Customer Success hire, responsible for building a scalable onboarding, adoption, and retention process
- Achieved 184% NRR in my first year
- 3 deals closed from customer referrals

**Senior Customer Success Manager, WalkMe** 🏢

Jun 2023 - Apr 2024 (10m)

World's first digital adoption platform  
Enterprise · SaaS · No-Code

CSS HTML Salesforce GSuite Confluence Slack Zoom

- Led growth of a \$10M+ portfolio through strategic account management to boost customer retention, satisfaction, and revenue.
- Established and nurtured strong relationships with key stakeholders as a trusted advisor, driving client success at every stage.
- Facilitated regular QBRs with key accounts to gather feedback, evaluate needs, and align on objectives for enduring loyalty and collaboration.

**Enterprise Customer Success Manager, strongDM** 🏢

Aug 2022 - Feb 2023 (6m)

People-first infrastructure access management platform  
Security · SaaS · DevOps

AWS Kubernetes Postgres Salesforce MySQL GSuite JIRA Slack

- Achieved a robust 130%+ net revenue retention (NRR) and maintained a low logo churn rate of less than 2% in 2022 at strongDM
- Co-led successful quarterly G2 review initiative, boosting reviews by an impressive 170% compared to Q2 benchmark
- Played a crucial role in establishing and growing the Enterprise Customer Success team as one of the initial hires

## Manager, Customer Success, Aisera

Aug 2021 - Aug 2022 (1y)

AI-Driven chatbot to alleviate internal and external support  
Artificial Intelligence · Machine Learning · SaaS

Python macOS GSuite JIRA Miro REST API

- Led a team of 3 in managing customer success, resulting in a 96% logo retention rate in 2021
- Achieved exceptional customer satisfaction with a CSAT rating of 91%

## Manager, Enterprise Services, WalkMe™

Jan 2019 - Aug 2021 (2y 7m)

World's first digital adoption platform  
Enterprise · SaaS · No-Code

Salesforce GSuite Confluence Slack Zoom

- Led a team of 10 delivery and Customer Success professionals, achieving targets for TTFV and NRR in 9 out of 10 quarters.
- Mentored and guided 5 direct reports to secure promotions internally and externally.

## Senior Customer Success Manager, WalkMe™

Jan 2018 - Dec 2018 (11m)

World's first digital adoption platform  
Enterprise · SaaS · No-Code

CSS HTML Salesforce GSuite Gainsight Confluence Slack Zoom

- Developed and fostered strategic partnerships with high-profile clients, resulting in significant value delivery.
- Conducted thorough analysis of customer data and metrics to identify user experience pain points and drive improvement strategies.
- Successfully resolved complex operational and analytical challenges by collaborating with cross-functional teams and presenting impactful recommendations.
- Demonstrated exceptional leadership and diplomacy in managing challenging customer situations and meeting their needs effectively.

## Customer Success Manager, WalkMe™

Nov 2016 - Jan 2018 (1y 2m)

## Senior Customer Success Manager, Boomtrain

Jun 2015 - Oct 2016 (1y 4m)

CSS HTML Python Photoshop Salesforce GSuite REST API

## Customer Success Manager/Technical Onboarding, Boomtrain

Aug 2014 - Jun 2015 (10m)

## Customer Success Manager, E la Carte Inc.

Feb 2013 - Aug 2014 (1y 6m)

## Account Manager/Product Evangelist, PosiQ

Jan 2009 - Feb 2013 (4y 1m)

# Education

**San Jose State University**

Aug 2010 - May 2012 (1y 9m)

Bachelor of Science Business Administration

## Snippets

### **AWS Cloud Practitioner Certification** @ [www.credly.com](http://www.credly.com)

Earners of this certification have a fundamental understanding of IT services and their uses in the AWS Cloud. They demonstrated cloud fluency and foundational AWS knowledge. Badge owners are able to identify essential AWS services necessary to set up AWS-focused projects.

### **AWS Solutions Architect – Associate Certification** @ [www.credly.com](http://www.credly.com)

Earners of this certification have a comprehensive understanding of AWS services and technologies. They demonstrated the ability to build secure and robust solutions using architectural design principles based on customer requirements. Badge owners are able to strategically design well-architected distributed systems that are scalable, resilient, efficient, and fault-tolerant.

### **AWS Developer - Associate Certification** @ [www.credly.com](http://www.credly.com)

Earners of this certification have a comprehensive understanding of application life-cycle management. They demonstrated proficiency in writing applications with AWS service APIs, AWS CLI, and SDKs; using containers; and deploying with a CI/CD pipeline. Badge owners are able to develop, deploy, and debug cloud-based applications that follow AWS best practices.