

📞 (510) 764-3155

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<https://hiremeghanmccann.site>



MEGHAN MCCANN

Experienced Leader in Customer Success

PROFILE

Results-driven and highly accomplished Customer Success Leader with a proven track record of driving customer satisfaction, retention, and revenue growth. With over 6 years of experience in leading strong, dedicated Customer Success teams, I possess a deep understanding of customer-centric strategies and a passion for delivering exceptional service.

WORK EXPERIENCE

Founder and Principle Consultant

M3 Consulting Services | Pinole, CA | 07/2023 - Present

Founded and operate an independent consultancy specializing in customer success strategy, process optimization, and cross-functional operations for scaling companies.

- Partner with startups and growing businesses to assess pain points, develop tailored success frameworks, and implement scalable solutions across customer experience, revenue operations, and internal tooling.
- Lead complex client engagements from discovery through execution, including KPI development, onboarding structure design, and team performance analysis.
- Delivered executive-level guidance on GTM alignment, org design, and change management, resulting in improved NRR, faster time-to-value, and reduced team churn.
- Advise clients on CRM optimization, data integrity, and reporting automation; expert in platforms including HubSpot, Notion, and JIRA
- Provide training and coaching for leadership and ICs on best practices, stakeholder communication, and customer journey mapping.

PROFICIENCIES

- Zendesk
- Intercom
- Asana
- Jira
- Office365 / OneDrive
- Google One/Drive/Docs
- Slack
- Zoom
- MindTickle
- Notion
- Small Improvements
- ChatGPT
- GPT4All
- StableDiffusion

CORE COMPETENCIES

- Leadership
- Strategy / Strategic Thinking
- Communication
- Interpersonal Skills
- Customer Advocacy
- Project Management
- Continuous Improvement
- CS Metrics/Analytics
- Process Engineering
- Process Documentation

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WORK EXPERIENCE CONTINUED

Lead Technical Account Manager

UpGuard | Mountain View, CA | 10/2022 - 05/2023

Led the Americas arm of our Customer Success team, a group of ~8 customer success managers, renewal specialists, and customer support analysts, was tasked with providing guidance, support, and mentorship to ensure exceptional customer onboarding, adoption, and retention.

- Led the Americas CS team, driving exceptional customer onboarding, adoption, and retention.
- Developed and implemented customer success strategies, which resulted in strong product adoption from customers and consistent NPS scores of ≥ 95
- Worked with customers and internal stakeholders to ensure we were developing in ways that were most useful to customers, encouraging trust in the team and keeping churn numbers low
- Collaborated with the technical team, providing expertise to address complex customer issues promptly.
- Aligned solutions with customer objectives for maximum value and success.

Technical Account Manager

UpGuard | Mountain View, CA | 11/2019 - 10/2022

Leveraged strong customer support, project management, and leadership skills to drive customer success and satisfaction.

- Assisted customers in understanding and adopting our platform to successfully meet KPIs
- Partnered with customers for the lifetime of their engagement with UpGuard, providing a clear point of contact and stability which enabled sustainable progress
- Led customer teams in an advisory role by aligning solutions with customer objectives for maximum value and success.
- Led customer training and enablement programs, driving product adoption and proficiency.
- Addressed complex customer issues, collaborating with technical teams for prompt resolutions.
- Managed and executed complex customer projects, ensuring successful delivery.
- Collaborated proactively with internal teams to ensure customer experience was optimized and users had the tools and functionality needed to achieve

EDUCATION

Texas State University
Mass Communications &
Public Relations
2012-2015

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ADDITIONAL RELEVANT EXPERIENCE

Mintable Management Training Course

UpGuard

Successfully completed an intensive management training course during the transition from Technical Account Manager to Team Lead role. Acquired valuable leadership skills, honed managerial techniques, and enhanced decision-making abilities. Applied newfound knowledge to effectively lead and inspire the team, driving enhanced performance and achieving exceptional results.

UpGuard Success Team Offsite

UpGuard

Orchestrated a highly successful offsite team building trip for the entire US customer success team, skillfully managing logistics and budget. Created a memorable experience that fostered teamwork, strengthened relationships, and enhanced employee morale.

UpGuard Growth Squad

UpGuard

As a vital contributor to the Growth Squad, played a pivotal role in partnering with the CEO to devise and implement cutting-edge marketing strategies. These initiatives fueled business growth, accelerated market expansion, and positioned the company for success.

COMPETENCIES CONT'D

- Customer Relationship Mgmt
- Team Management
- Strategic Thinking
- Problem-Solving
- Product and Industry Knowledge
- Cross-Functional Collaboration
- Conflict Resolution
- Risk Identification/Mitigation
- Compliance

Throughout my career, I have consistently exceeded customer expectations by developing and implementing tailored solutions to address their unique needs. I excel in building strong relationships with key stakeholders, fostering a customer-centric culture, and aligning expectations on cross-functional projects to drive customer success.

My expertise spans the entire customer lifecycle, from onboarding and adoption to renewal and expansion. I have successfully managed large portfolios of enterprise-level clients, consistently achieving high customer retention rates and driving significant revenue growth.

In addition to my strong leadership skills, I possess excellent communication and interpersonal abilities, allowing me to effectively collaborate with customers, internal teams, and executives at all levels. I am adept at leveraging data and analytics to gain insights into customer behavior and proactively identify opportunities for improvement.

As a passionate advocate for customer success, I am committed to driving customer satisfaction, loyalty, and advocacy. I am seeking a challenging leadership role where I can leverage my skills and experience to lead high-performing customer success teams and deliver exceptional value to both customers and the organization.

If you are looking for a strategic and results-oriented Customer Success Leader with a proven ability to drive customer success and revenue growth, I would welcome the opportunity to discuss how my skills and experience align with your company's objectives.