

Legend Blake

Customer Success Manager, Cloud Business Transformation

📞 (949) 555-2674 ✉ legend.blake@example.com

🌐 linkedin.com/example/legendblake 📍 Irvine, CA 92612

STRENGTHS

- ♥ **Customer empathy**
Used customer concerns during adoption reviews to shape clearer next steps and build confidence across business stakeholders.
- ⚙ **Issue ownership**
Took unclear cloud escalations, found needed contributors, and kept customers informed until practical resolution emerged.
- 💡 **Transformation thinking**
Connected finance and procurement process details with broader adoption goals, making change easier for users to act on.
- 👥 **Clear coordination**
When project work crossed teams, organized decisions and follow ups so specialists could move together with less friction.
- 📖 **Adaptable learning**
Applied new ERP and AI concepts during customer conversations, turning unfamiliar topics into useful business questions.

SKILLS

Customer Success Cloud Solutions

Business Transformation

Retention Renewals

Value Realization

Escalation Management

Project Management ERP

Finance Procurement SCM

HCM CX Analytics

SUMMARY

Customer success professional with three years supporting **cloud customers**, adoption programs, account health, and business transformation across enterprise software environments. Connects customer goals with provisioning, implementation milestones, issue resolution, **value realization**, retention, renewal readiness, references, and expansion opportunities. Experience includes finance, procurement, supply chain, customer experience, analytics, integration, infrastructure, security, human capital management, and ERP concepts. Coordinates specialists, documents risks, organizes customer plans, and communicates clearly with business and technical stakeholders. Project management training and current study in AI fundamentals, responsible AI, adoption practices, agentic AI, and **context engineering** support practical customer conversations. Brings empathy, **cultural awareness**, adaptability, and sound business judgment to customer relationships, helping teams turn cloud investments into measurable operational progress.

EXPERIENCE

Customer Success Associate, Cloud Adoption

Pacific Crest Cloud Services 📅 July 2025 to Present 📍 Costa Mesa, CA

Supports cloud customers from adoption planning through health reviews and renewal readiness. Coordinates internal specialists, tracks risks, resolves issues, and keeps stakeholders aligned around practical business outcomes.

- Built adoption plans for **cloud customers**, connecting usage milestones with business outcomes and renewal readiness.
- Tracked **customer health** signals in success systems, giving account teams clearer risk visibility.
- Resolved implementation **issues** through specialist coordination, restoring progress and strengthening customer confidence.
- Prepared renewal reviews with adoption evidence, open risks, and practical next steps for stakeholders.
- Documented customer plans, decisions, and **escalations** so delivery teams could act with shared context.
- Improved stakeholder communication through concise updates, structured follow ups, and timely issue ownership.

Client Transformation Analyst, Business Operations

Westline Business Advisory 📅 September 2023 to June 2025 📍 Long Beach, CA

Supported transformation initiatives across finance, procurement, and operations. Translated business needs into organized workstreams, coordinated stakeholders, and helped teams adopt improved processes across enterprise software environments.

- Mapped finance workflows with business users, clarifying requirements for practical process transformation.
- Supported **procurement** improvement workshops, turning stakeholder concerns into documented actions and decisions.
- Analyzed operational pain points across enterprise processes, helping teams prioritize useful changes.
- Coordinated project tasks across business and technical contributors, keeping milestones visible and actionable.
- Prepared transformation updates for stakeholders, linking delivery progress with adoption and business value.
- Documented process decisions and risks, giving project teams a dependable reference during implementation.

PROJECTS

Cloud Customer Health Framework 📅 2026

LANGUAGES

English	Native
Spanish	Intermediate

MY CAREER

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MONTHS

Created a practical framework for reviewing adoption, risks, stakeholder engagement, value realization, and renewal readiness across cloud accounts.

Finance and Procurement Transformation Study 2024

Analyzed finance and procurement workflows, then organized improvement themes around process clarity, user adoption, analytics, and business outcomes.

LEADERSHIP & AWARDS

- Customer Adoption Recognition, Pacific Crest Cloud Services, 2026
- Transformation Collaboration Recognition, Westline Business Advisory, 2025
- Business Administration Academic Achievement, California State University, Long Beach, 2023

EDUCATION

Bachelor's Degree in Business Administration

California State University, Long Beach GPA: 3.5 2023 Long Beach, CA

Coursework: Project management, business analytics, finance, operations management, information systems

CERTIFICATIONS

- Google Project Management Certificate 2024
- Generative AI for Everyone 2026

TECHNICAL SKILLS

- **Customer Success Platforms:** Customer health tracking, adoption planning, renewal management
- **Cloud Business Transformation:** Cloud adoption, value realization, implementation planning
- **Enterprise Resource Planning:** ERP, S/4HANA Finance, business process mapping
- **Finance and Spend Management:** Finance, spend management, Q2C
- **Procurement and Supply Chain:** Procurement, SCM, supply chain operations
- **Human Capital Management:** SuccessFactors HCM, workforce processes, employee adoption
- **Customer Experience:** CX, customer journeys, service operations
- **Analytics and Data:** Analytics, Business Data Cloud, customer health reporting
- **Integration and Platforms:** Integration, BTP, enterprise systems
- **Infrastructure and Security:** Infrastructure, security, cloud environments
- **Artificial Intelligence:** AI fundamentals, responsible AI, agentic AI
- **Project Delivery:** Project management, issue resolution, stakeholder coordination

PROFESSIONAL AFFILIATIONS

- Member, Customer Success Leadership Network
- Member, Project Management Institute community
- Participant, Responsible AI learning community

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST