

JULIAN MERCER

CUSTOMER SUCCESS MANAGER

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PROFESSIONAL SUMMARY

Customer Success Manager with 9+ years guiding enterprise SaaS customers from implementation through renewal and expansion. Builds executive success plans, adoption programs, and risk systems that improve retention while preserving trusted customer relationships.

PROFESSIONAL EXPERIENCE

Senior Customer Success Manager Datadog, New York, NY

Jul 2022 - Present

- Managed a \$24M enterprise book of business across 38 accounts, sustaining 96% gross retention and 118% net revenue retention.
- Built mutual success plans with executive sponsors, increasing customers reaching first-value milestones within 60 days from 68% to 91%.
- Created a product-adoption health model using usage, support, and stakeholder signals, identifying 84% of renewal risks two quarters early.
- Led recovery plans for nine at-risk accounts, protecting \$3.8M in annual recurring revenue and rebuilding executive sponsorship.
- Coached four CSMs on discovery, value reviews, and commercial handoffs, raising team expansion pipeline 27% year over year.

Customer Success Manager HubSpot, Cambridge, MA

May 2019 - Jun 2022

- Owned onboarding and adoption for 74 mid-market customers, reducing median implementation time from 52 to 37 days.
- Ran quarterly business reviews tied to pipeline and service goals, generating \$2.6M in qualified expansion opportunities.
- Partnered with Support and Product on recurring workflow gaps, reducing preventable escalations 31% across the segment.
- Standardized renewal forecasting and next-step criteria, improving 90-day forecast accuracy from 79% to 93%.
- Created role-based administrator training that increased adoption of three underused automation features by 24%.

Customer Success Associate Zendesk, San Francisco, CA

Aug 2016 - Apr 2019

- Supported 110 SMB customers with adoption reviews and enablement, increasing active-agent utilization 22%.
- Built reusable onboarding workshops and administrator guides that reduced repetitive setup questions 35%.
- Tracked customer commitments and product blockers in Salesforce, improving follow-through on time-sensitive renewal actions.

CORE SKILLS

Customer onboarding | Renewal management | Expansion strategy | Success planning | Executive business reviews | Health scoring | Churn prevention | Product adoption | Voice of customer | Salesforce | Gainsight | SaaS metrics | Stakeholder management | Forecasting

EDUCATION

B.A. in Economics, University of California, Davis, Davis, CA

CERTIFICATIONS

Gainsight Certified Customer Success Manager | Practical CSM Professional