

Meer Zangana
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Overview;

- 7+ years of experience in tech industry
- 6+ years of experience in SaaS and customer success
- 4+ years of experience in retail and customer support

Past experience;

July 2021 - January 2022: Alteryx, Relationship Manager

- Supported North America Enterprise Customer and SMB Renewals. Q4 2021: First and only quarter of employment - attained 110% of Quota.
- Worked together with different sales teams to initiate growth: (marketing and business development) - and implemented 'AlterNext' and other retention strategies. This led to achieving my Bronze certificate for Alteryx platform knowledge.

August 2020 - June 2021: GlobalData Plc, Relationship Manager

- Trained and supported customers on two different intelligence centers, fully onboarded them to use the platform efficiently through pharmaceutical and medical analytics (competitive and trials).
- Trained and supported customers to identify whitespaces through searching of marketed drugs, pipeline drugs, industries and more. Also introduced the ability to plan ahead with clinical trials.
- Responsible for major clients in the pharmaceutical and medical sectors, for 3 months the only CSM to TTO clients such as universities and their research centers in EMEA/US. Also worked in academia and tech transfer offices.
- Full annual ACV/gross value of full client book worth up to \$1.8m.

April 2017 - July 2020: PatSnap (various roles),

Solutions Consultant (2 years)

- Responding to the need for a reactive resource providing exceptional technical training support to major enterprise clients such as NASA, Hitachi, Novartis & Prada. Led the training team in completed sessions in Q1 & Q2 of 2019. Averaged a 90%+ approval rating from 130+ clients.
- Built and delivered workflows for major disruptors in different industries to landscape their technologies and find whitespaces for innovation within respective industries).
- Founding member of the Solutions team's Webinar events (with my manager and two other consultants). First webinar in company history performed by myself to 1300+ attendees and 200 enterprise clients.

- Pre-sales experience with other software companies within the industry; various verticals: Pharma & medical, technology, consumer, entertainment, fashion, etc. Driving adoption to the platform and helped introduce new features within days of release: Patsnap Chemical, Bio, Insights & Discovery platforms.

Account Manager + Customer Success Manager (2 years)

- Promoted by the Vice President of Customer Success to oversee a book of business worth a quarterly value of \$2m. Worked globally to identify growth within current accounts and worked with New Business teams for potential up-sells.
- Built retention strategies that did 20% of churn win-backs. Onboarding and training clients through articulate technical issues and solutions to non-technical clients - establishing trust and credibility with prospective customers.
- Part of the go-to-market team as selected by Head of Key Accounts to lead PatSnap's chemical product. Assisted with the sales messaging and communication of this product across account management teams to augment new revenue streams.
- Sales training includes: The Challenger Sale, Value Selling, MEDDIC qualification, Spin Selling, Objection Handling, Retail Customer Service (I have worked in Apple Inc. 2014, ScrewFix 2017, Argos 2013, NHS (2010-2011 - volunteering).

March 2014 - January 2017: Apple, Specialist & Consultant

- Led initiatives with the Creative team during iPhone 6 launch - assisted the UK flagship store in Regents Street with successful record-breaking launch days for iPad mini 4 & iPad Pro.
- Worked together with Family Room teams in Apple Retail - this included helping Genius Bar technicians with client services.
- Worked in Apple during 3 years of my university tenure, balancing studying & working. Two stores supported: Regents Street (9 months), Colchester (2 years).

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Education and Skills

2014-2017: Essex University Bachelors (Hons) 2:1 English Literature

2012-2014: Brampton College 4 A Levels: English Literature, Language, Law, Classical Civilisation

Languages: English, Kurdish

Bibliography: My World Our World, Linkreach Poetry 2010

Software and Hardware: Personal Computer building, Video editing (Final Cut Pro X & iMovie Specialist),

Interests: photography, filmmaking, basketball, video games, currently learning Korean, playing piano.

REFERENCES AVAILABLE UPON REQUEST