



MARIA MELLA

Director of Customer Success

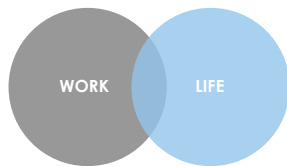
37 Washington Terrace
East Orange, NJ 07017

 maria@mmella.com

PROFILE

Dynamic professional with extensive experience in administrative and/or leadership roles. Focused on building relationships and identifying solutions for key clients which, earned me the trust of Procurement Officers, Strategic Sourcing, Travel Managers and C-Suite Executives. Respond rapidly and appropriately to changing circumstances; evaluate problems, make astute decision to effect positive change and refocus in new priorities. Organized and detailed oriented with demonstrated project coordination skills, and data driven.

VALUE



WORK: I believe in equal inputs passion and effort. Collaboration makes my work better and teamwork is paramount.

LIFE: I carry my value system in life into my work. I believe in moderation and balance and live for new experiences.

TIMELINE

2017-2020

Dir, Client Services
GroundLink
New York, NY, USA

2016-2017

Mngr, Client Services
GroundLink
New York, NY, USA

2013-2017

Sr Account Mngr
GroundLink
New York, NY, USA

2013-2013

Customer Success Mngr
GroundLink
New York, NY, USA

2012-2013

Training Specialist
GroundLink
New York, NY, USA

2010-2012

Supervisor Customer Service
GroundLink
New York, NY, USA

2009-2010

Agent, Customer Service
Alpine Access
Denver, CO, USA

CONTACT

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Linkedin linkedin/mariamella

Web www.mmella.com

LANGUAGES

English

Spanish

WORK

Experience 8 years

Reference Available upon request

SOFTWARE'S

Microsoft Word

Trello

Salesforce

Microsoft PowerPoint

Microsoft Excel

HOBBIES



OUTDOORS



TRAVEL



VOLUNTEERING



WRITING



READING



COFFEE



PHOTOGRAPHY



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WORK

2017 – 2020

DIRECTOR OF CLIENT SERVICES

GroundLink Holding, LLC, New York, NY, USA

Developed Customer Success department from the floor up. Responsible for driving 79% growth to top line Enterprise accounts. Managed six direct reports and 3500 accounts with YOY target growth of 17%. Reduced customer churn by 20% with an improved engagement of >200%. Designed and implemented the client services playbook, KPI strategy, scorecard and customer segmentation strategy.

Skills: Revenue Growth, Strategic Planning, Leadership, Team Building, Analytical Skills, Critical Thinking Skills

2016-2017

MANAGER, CLIENT SERVICES

GroundLink Holding, LLC, New York, NY, USA

Provided clear communication to cross-functional team leads and management regarding project deliverables, resource requirements.

Skills: Coaching, Operation improvement, Organizing workflow, Tracking Performance

2013 – 2016

SENIOR ACCOUNT MANAGER

GroundLink Holding, LLC, New York, NY, USA

Responsible for 13% YOY growth of portfolio of \$7.5MM yearly revenue. Strong internal collaboration with Marketing, Products, Operations, and Sales Team. Mentor and trained junior team members on best practices and strategies of engagement and their book of business. Close collaboration with Director of Client Services to ensure quick team adoption of new guidelines and effective implementation technique and technology.

Skills: Proactivity, Customer Needs Assessment, Negotiation Skills, Problem Solving

2013 – 2013

CUSTOMER SUCCESS MANAGER

GroundLink Holding, LLC, New York, NY, USA

Managing high level accounts and providing subject matter expertise in the area of Corporate Ground Travel. Significant experience providing high value solutions where the capabilities, service, and products delivered are the primary focus. A steadfast focus towards building and sustaining relationships with senior level executives, directors, and business partners ensures continued and expanding customer success. Responsible for portfolio development of the top 100+ corporate accounts with aggressive yearly growth.

Skills: Product Knowledge, Interpersonal Skills, Effective Communication Skills, Active Listening Skills,



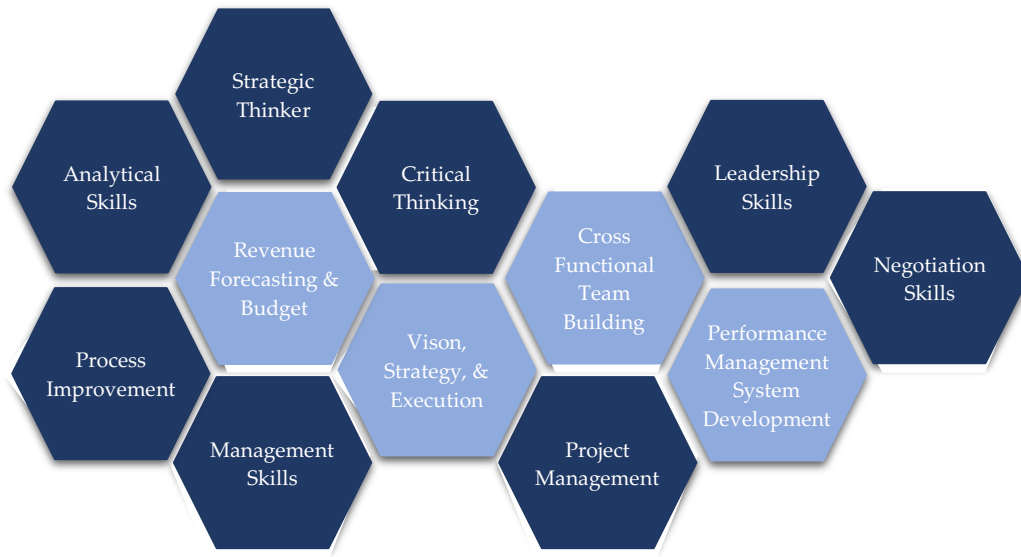
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PRO SKILLS



EDUCATION

2015

BA BUSINESS, MAJOR FINANCE

Kaplan University, USA

I was an honor student and was on the dean's roll.

GRADE: GPA 3.8

1994

COMPUTER SCIENCE

Universidad de Puerto Rico, Santurce, PR

I participated in various mentorship programs and lead extracurricular activities.

GRADE: GPA 3.4

REFERENCE

Liz Carisone
Chief Executive Officer
GroundLink
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New York, NY 10018

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