

# Wandile

RooCruit

Operations, Relationship, Client Success & Revenue Growth Strategist

---

## PROFESSIONAL SUMMARY

---

Customer Success professional with a strong track record of accelerating time-to-value, improving product adoption, and reducing churn risk across UK and US markets. Specialized in client onboarding and expansion for B2B customers, combining high emotional intelligence with structured follow-through to ensure long-term commitment. Expert at partnering cross-functionally with Product, Sales, and Operations to translate customer signals into actionable growth strategies.

## KEY SKILLS

---

- Onboarding & Time-to-Value Strategy
- Retention & Revenue Expansion
- Customer Journey Optimization
- Revenue Influencing & Sales Alignment
- Churn Risk Identification & Mitigation
- Adoption & Value Metrics (CRM Tracking)
- B2B Relationship Management
- Internal Insights & Product Feedback Loops

## PROFESSIONAL EXPERIENCE

---

### Client Relationship Consultant

May 2022 – Present

*B2B Identity Verification & Compliance Provider (UK Based)*

- Designed and delivered structured onboarding experiences that clarified customer goals early and accelerated initial value realization.
- Reduced friction in early-stage journeys by standardizing resolution and follow-up frameworks.
- Owned customer insight loops using call, chat, and CRM data to track engagement and sentiment.
- Increased retention and satisfaction by translating adoption blockers into actionable internal changes.
- Identified at-risk accounts through behavioral cues and escalations, intervening before churn occurred.
- Built proactive resolution playbooks that stabilized high-risk customers and protected recurring revenue.

### Business Development and Client Relations

Jan 2022 – May 2022

*International Property & Maintenance Services Provider (UK Based)*

- Led cross-functional initiatives to redesign service workflows, improving customer experience and long-term engagement.
- Partnered with marketing and operations to ensure handoffs supported retention, not just conversion.
- Contributed to a 15% customer base increase within four months through targeted, value-led acquisition.

### Key Account Manager

Dec 2020 – Jan 2022

*Emergency & Mass Notification SaaS Firm (USA Based)*

- Managed accounts from onboarding through renewal, focusing on feature adoption and realized value.
- Worked with product teams to ship customer-requested features that increased stickiness and competitive differentiation.

- Took deals from concept to close, influencing both initial revenue and long-term account growth.

### **Client Relationship Consultant**

**Feb 2016 – Nov 2019**

*Leading Multinational Credit Bureau (South Africa)*

- Proactively resolved escalated issues that posed churn risk, reducing resolution time and protecting key accounts.
- Achieved record-breaking sales performance by positioning solutions around business impact rather than basic features.
- Influenced expansion revenue by aligning solutions to customer needs and long-term outcomes.

### **Server, Network and End User Support / Customs Engineer**

**Feb 2012 – Jan 2016**

*Global ICT & Managed Infrastructure Services Provider*

- Built and rolled out structured enablement programs that elevated team capability and scaled delivery quality across accounts.
- Redesigned support workflows to remove friction in customer journeys, accelerating issue resolution.
- Owned SLA risk management by proactively identifying delivery risks and executing escalation playbooks.

## **EDUCATION & CERTIFICATIONS**

### **Customer Success Management**

ChurnZero (2026 expected)

### **Human Resources Foundations**

Chartered Institute of Personnel and Development (CIPD) (2026 expected)

### **Certificate in Sales Management**

Sales Management Association (2025 expected)

### **Diploma in Operations Management**

Alison Online Platform (2024)

### **ISO 20000 - Principles of IT Service Management (ITSM)**

Alison Online Platform (2023)

**Diploma in Customer Service**

Alison Online Platform (2023)

**Diploma in Business Administration**

Alison Online Platform (2023)

**Certificate in Key Account Management**

Alison Online Platform (2023)

This profile is provided by RooCruit. Identifying details have been removed for candidate privacy.