

LISA MARION

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SENIOR CUSTOMER SUCCESS MANAGER | SaaS | ENTERPRISE ACCOUNTS

Strategic Customer Success leader with 10+ years of experience managing SaaS relationships across SMB, mid-market, and enterprise customers. Experienced driving retention, renewals, adoption, and executive stakeholder engagement while balancing high-touch customer partnership with scalable operational processes, AI-assisted workflows, and cross-functional collaboration.

CORE COMPETENCIES

Enterprise Customer Success | Renewals & Retention | Strategic Account Management | Executive Stakeholder Management | SaaS Adoption | QBRs & Success Planning | AI-Assisted Workflows | Salesforce | Accord | Glean | Zendesk | Gainsight | Catalyst

PROFESSIONAL EXPERIENCE

Greenhouse Software (SaaS) — Mid-Market Customer Success Manager

Remote | April 2025 – Present

- Manage a ~\$2.5M ARR portfolio of approximately 70 mid-market SaaS customers, maintaining roughly 92% retention during a challenging hiring market.
- Partner with recruiters, HR leaders, and executive stakeholders to align Greenhouse solutions with strategic hiring and talent acquisition goals.
- Conduct proactive business reviews and success planning focused on adoption, retention, and customer value.
- Build collaborative success plans in Accord to improve stakeholder alignment and customer outcomes.
- Developed scalable templates, workflows, and AI-powered Glean automations to improve customer management efficiency and reduce manual administrative effort.
- Partner cross-functionally to manage escalations, improve customer experience, and support renewals and expansion.

EcoOnline (SaaS) — Senior Customer Success Manager

Remote | October 2023 – April 2025

- Managed a \$4M+ ARR portfolio of mid-market and enterprise SaaS customers, consistently driving high retention and expansion outcomes.
- Led strategic customer relationships with executive stakeholders to align solutions with organizational Health & Safety initiatives.
- Achieved 100% renewal performance across managed accounts while driving multi-year renewals and expansion opportunities.
- Increased upsell and cross-sell revenue by 20% through strategic account planning and customer engagement.
- Streamlined onboarding, renewals, and knowledge management processes using automation and scalable workflows, reducing manual workload by 10+ hours weekly.
- Mentored junior Customer Success team members and contributed to scalable customer engagement and operational best practices.
- Collaborated cross-functionally to advocate for customer needs and deliver successful outcomes.

Igloo Software (SaaS) — Customer Success Manager

Remote | September 2021 – October 2022

- Managed a \$3M+ ARR portfolio of mid-market and enterprise SaaS customers with 100% renewal retention, zero churn, and zero downsell.
- Served as a trusted advisor focused on adoption, ROI, and long-term customer value.
- Built strong strategic customer relationships that consistently generated customer advocacy and reference opportunities.
- Partnered with Sales, Engineering, and Implementation teams to improve customer experience and advocate for product enhancements.
- Managed escalations and difficult customer conversations while maintaining strong client relationships.
- Contributed to internal operational improvements including SOP creation, DEI initiatives, and employee engagement efforts.

Q4 Inc. (SaaS) — Customer Success Manager

Remote | February 2020 – September 2021

- Managed a portfolio of 90+ SaaS accounts ranging from SMB to large-cap publicly traded companies.
- Advised Investor Relations professionals on adoption strategies and platform best practices.
- Drove retention and revenue growth through consultative relationship management.
- Acted as the voice of the customer internally by surfacing client feedback and advocating for product improvements.

Metroland Media — Multimedia Account Executive

Hamilton, ON | June 2019 – February 2020

- Generated new business through prospecting, referrals, and relationship-building.

Shopify (SaaS) — Merchant Success Manager

Remote | February 2018 – June 2019

- Delivered technical support and business coaching to SMB and enterprise merchants.
- Achieved a 98% customer satisfaction rating while supporting platform adoption.

H&P Properties Company Ltd. — Founder & Business Owner

Toronto, ON | October 2012 – February 2018

- Founded and operated a property services business overseeing operations, sales, and customer management.
- Developed operational processes, onboarding systems, and internal training procedures.
- Secured external funding opportunities and built brand visibility through marketing and media initiatives.

Airbnb — Host Success Manager

Remote | September 2011 – October 2012

- Managed relationships with 70+ high-value hosts to improve performance and customer satisfaction.
- Achieved 95%+ satisfaction scores and advanced into specialized account management functions based on performance.

EDUCATION

Sheridan College — Diploma, Business Advertising

CERTIFICATIONS

Gainsight Customer Success Manager I & II

Command of the Message Training