

Pierre Habib

Professional Summary

Customer Success leader with a track record of driving revenue growth, optimizing customer experiences, and spearheading cross-functional initiatives in startups and high-growth companies. Adept at project management, strategic partnerships, and process optimization to enhance customer engagement and business success.

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Experience

Sr. Customer Experience Manager

Honeycomb Credit, Pittsburgh, PA

March 2023 - December 2024

- Led the company's first strategic partnerships and non-debt raises, developing a playbook and training new team members.
- Stepped in as interim CX team lead during a management transition, mentoring three interns and restructuring the bonus system.
- Managed \$6M in funding for small and large businesses, contributing ~40% of total company revenue.
- Designed customized marketing strategies—including social media, PR, and physical collateral—to maximize fundraising success.
- Developed and launched a knowledge base to modernize client support and optimize self-service solutions.
- Provided hands-on customer success support for over 170 businesses, ensuring high satisfaction and retention.

Customer Support & Success Specialist

JetpackWorkflow, Pittsburgh, PA

January 2021 - February 2023

- Revamped customer support workflows, implementing automated bots that improved response times from 30+ minutes to under 4 minutes.
- Led customer billing operations, reducing refund rates by ~35% in the first year and ~50% by 2022.
- Transitioned into a customer success role, managing ~100 accounting firms to drive retention and engagement.
- Provided in-depth onboarding and success strategies, ensuring seamless software adoption.
- Identified and resolved key operational inefficiencies, enhancing overall support effectiveness.
- Collaborated with cross-functional teams to optimize the customer journey and experience.

Account Manager

TFM, Pittsburgh, PA

March 2020 - October 2020

- Hired as the first full-time employee alongside the founders to drive business development efforts.
 - Established foundational client relationship processes and early sales strategies to expand market reach.
 - Conducted market research and outreach to identify growth opportunities and strategic partnerships.
 - Developed key business relationships that contributed to initial customer acquisition and retention.
 - Created operational frameworks to support scalability and efficiency across the business.
 - Company ceased operations due to the COVID-19 pandemic.
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Experience Cont.

Business Development Specialist

Ikos HQ, Pittsburgh, PA

June 2018 - January 2020

- Designed standardized email templates for the sales team, saving hundreds of hours in workflow efficiency.
- Recommended restructuring the sales department into market-specific teams, enabling scalable expansion.
- Managed Salesforce dashboards to provide data-driven revenue insights.
- Played a key role in Ikos reaching \$1M in revenue, personally contributing ~\$100K in sales.

Editorial Intern

Liftable Media Inc., Anthem, AZ

June 2017 - August 2017

- Pitched, wrote, and published engaging news stories that increased audience engagement.
- Produced short-form video content that gained strong traction within the company.
- Provided feedback that led to immediate improvements in the video production team's workflow.

Education

Grove City College, Grove City, PA | B.S. in Marketing Management

Skills and Certifications

- Inbound Marketing Certified - Hubspot Academy
 - Inbound Certified - Hubspot Academy
 - Sandler Selling System Certified
 - Customer Success Management & Retention
 - Strategic Partnerships & Business Development
 - Revenue Growth & Expansion Strategies
 - Process Automation & Workflow Optimization
 - SaaS, B2B Customer Success & Account Management
 - CRM Tools: Salesforce, Intercom, HubSpot.
 - Data-Driven Decision Making & Customer Insights
 - Project Management & Team Leadership
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