

Robert Statsky

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Career Highlights

Revenue Driven Global CS Leader

- History of managing teams that exceed *NRR goals*.
- Lead teams upwards of 30 people globally across *North America, EMEA, Australia and India*.

Depth of Knowledge

- Proven track record navigating the dynamics of *Pre-Seed, Seed and Series A-D SaaS Companies*.

Company Scaling Expertise

- Scaled CS operations at businesses growing from *<\$10MM to \$100MM Annual Recurring Revenue*.

CS Operations Professional

- Successfully launched customer success software across *4 B2B SaaS startups*.
- Developed customer health models, revenue dashboards, commission plans, engagement models and customer lifecycle journeys across *6 B2B SaaS startups*.

Experience

(2024-2025)

Labra

SaaS, Pre-Seed Stage Cloud GTM Management Platform

Director of Customer Success and Support

- Mapped out the entire customer journey from lead to renewal, created over 100 account plans for all customers as well as individual comp plans and engagement models for CS, Onboarding and Support.
- Increased gross renewal rates by 20% (from mid-60% to mid-80%), and net dollar retention by over 25%.
- Lead a global team of six, managing 24/7 support.
- Decreased time to value in onboarding from 4 months to 45 days by streamlining process and creating consistency.
- Developed renewal and expansion pipeline with revenue pipeline of over \$500k (tier upgrades, price upgrades, cross-sells).
- Instituted a systematic approach to the customer retention lifecycle by establishing standardized customer checkpoints and milestones.
- Rolled out Hubspot, Fathom, Loom manage all customer interactions, reporting and revenue management.
- Due to low customer volume, the CS team was sunset, changed to Customer Support only and I exited the organization.

(2022-2024)

Teamwork.com

SaaS Project Management Platform

Global Team Lead, Strategic Customer Success

- Increased net dollar retention nearly 10% between Q3 '22 - Q4 '23.
- Lead the team responsible for Teamwork's Strategic/Enterprise Accounts ~500 customers, \$18MM in Annual Recurring Revenue. Managing 11 CSMs globally.
- Managed the entire customer base across 3 revenue tiers (Strategic/Enterprise, SMB, Scale accounts, \$45 MM in total ARR).
- SMB and Tech-Touch customers managed digitally with Totango, Hubspot, and Jasper.ai
- Spearheaded discount recovery efforts and customer price increases during renewals.
- Expanded daily, weekly monthly KPIs across CSMs 5x: (total account touchpoints, phone calls, emails sent, tasks) by instituting a value-based engagement model. Increased customer Adoption Healthscores by 25%.

- Rolled out Totango, Gong.io, Jasper.ai and supported the Hubspot rollout to manage all customer interactions, reporting and revenue management.
- Recruited, coached, mentored and trained all current CSMs globally. (11 CSMs: US, EMEA, AUS).

(2021-2022)

Huntress

SaaS Cybersecurity Software

Vice President, Partner and Customer Success

- Increased product adoption of new MDR analytics tool by over 30% in the first 3 months of the product feature rollout. Aimed team focus around product adoption and value-delivery.
- Managed the newly created success org responsible for over 2,000 MSPs/Channel Partners and Customers (over \$20MM in annual recurring revenue)
- Began the process of rebuilding the entire partner and customer journey from initial close to renewal.
- Re-organized partner accounts, dashboards, analytics, and outreach programs.
- Rolled out upsell/cross-sell initiatives to expand company revenue.
- Built new commission plans, individual Success Manager targets and constructed daily/weekly/monthly KPIs
- Resigned position after five months to care for my ailing parents.

(2019-2021)

Aircall

SaaS Call Center Solution (VOIP)

Director of Customer Success, Strategic Accounts

- Lead two teams of Strategic Customer Success Managers and Onboarding Specialists responsible for all Strategic North American Customers (team of 16 FTEs, 12 CSMs, 4 Onboarding Specialists) while managing an average net retention rate of 110%.
- In a little under 3 years, increased net retention rate from 90% to an average of 110%.
- North America Customer Success team was accountable for 3,500 customers and over \$21MM in annual recurring revenue (200 Strategic Customers, 3,200 SMB/Scale Customers). Instituted client retention programs, expansion programs as well as upsell/cross-sell initiatives to expand company revenue.
- Rolled out Totango, Salesloft and Salesforce to manage all customer interactions, reporting and revenue management. Rebuilt the entire customer journey from onboarding to renewal in the US.
- Recruited, coached, mentored and trained all US-based CSMs and Onboarding Specialists (10 CSMs, 6 Onboarding Specialists).

Director of Strategic CS, Global Head of Customer Care & Solutions Engineering

- In addition to rebuilding the customer teams in the US (Strategic, SMB/Scale) I managed Global Customer Support and Onboarding. I managed over 30 people between NYC and Paris.
- Spearheaded the development of 24/7 global support at Aircall
- Developed the Porting and Number Purchasing team to help aid in the customer onboarding experience.
- Renegotiated Zendesk contract and worked with the team to streamline support processes from ticket creation, to chatbot automations and development of the customer knowledge base.
- Helped to increase SLA attainment/consistency, decrease time to resolution and increase first-response time.
- Handed off responsibilities when Global Head of Customer Care was hired in Q2 2020.

(2016-2019)

Trustpilot, Director of Customer Success, North America

SaaS Online Reviews Platform

- (2013-2016) **Wyng, Sr. Director Customer Success Enablement**
SaaS Social Media Marketing Platform specializing in Campaign Management and Visual UGC
- (2010-2013) **HarperCollins Publishers, Product Manager**
Consumer Digital/Corporate Marketing
- (2008-2010) **Experian Cheetahmail, Senior Account Manager**
SaaS Internet marketing firm specializing in email marketing and customer intelligence solutions.
- (2006-2007) **Industrial U.I. Services, Account Executive**
Consulting firm specializing in labor relations cost management.

Education

Binghamton University, Bachelor of Arts, History, 2006