JUSTIN RYAN

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CUSTOMER SUCCESS | ACCOUNT MANAGEMENT | RETENTION

Customer-success and account-management leader with 15+ years of customer-facing experience. Managed 100+ B2B accounts with approximately 20% annual growth and earned Lowest Account Turnover recognition three consecutive years. Best at finding risk before the customer has to escalate it, keeping complex books of business visible, and turning recurring customer friction into better operating systems.

PROFESSIONAL EXPERIENCE

B2B Sales & Account Lead — T-Mobile | 2014–2021

- Managed **100+ business accounts**, producing approximately **20% annual growth** while earning **Lowest Account Turnover three consecutive years**.
- Built a weekly account-health cadence around both positive signals and **negative space—especially customers who had gone quiet**—to identify churn risk, service gaps, and expansion opportunities early.
- Resolved complex billing, service, device, account, and escalation issues while handling **CPNI/PII-sensitive customer information**.
- Trained and onboarded **15+ representatives**, helping shorten ramp time by approximately **30%**.
- Balanced retention and relationship maintenance with ongoing growth rather than treating renewals as an end-of-cycle event.

Regional Director of Operations — Avenor (independent software company) | 2025–Present | Remote

- Coordinate customer and implementation operations inside a distributed software environment spanning **35+ countries and roughly 180 simultaneous implementations**.
- Standardized onboarding, support, handoff, and escalation workflows that contributed to approximately **25% lower regional operating overhead**.
- Run proactive reviews around customer health, blockers, missing updates, and ownership so emerging problems surface before they become larger escalations.

Founder & Operations Architect — Tangle Trove | 2020–Present | Remote

- Built and operate a specialty ecommerce/catalog business with **5,000+ historical inventory items** and roughly **$50K annual revenue scale**.
- Own buyer questions, fulfillment exceptions, inventory discrepancies, and service recovery end to end.
- Built AI-assisted categorization workflows with approximately **99.5% accuracy**, reducing manual processing roughly **75%** while preserving human review for consequential exceptions.

CORE STRENGTHS

Customer Retention • Account Health • Escalation Management • B2B Account Management • Customer Onboarding • Service Recovery • Voice of Customer • Cross-Functional Handoffs • CRM Discipline • Process Improvement

EDUCATION

Associate Degree in History — Santa Monica College, Completed

Bachelor of Liberal Studies with Management Minor — University of Maine at Presque Isle, In Progress