

# Robert “Bobby” Beauregard

## Customer Success Manager

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## Experience:

### *Customer Success Manager*

#### **LogCheck** 2019-01 - present

- Manage a team of 4 Customer Success Administrators focused on client retention and customer success
- In charge of Client On-Boarding – work on the initial setup of new clients with the LogCheck System as well as train them on the system
- Client Account Management – Manage over 500 clients
- Manage annual contract negotiations upon client renewals
- In charge of hiring new Customer Success Administrators, Support Administrators and Sales Development Representatives

### *Setup & Support Administrator*

#### **LogCheck** 2015-01 - 2019-01

- New Client Setup
- Trained Clients on Product and Best Practices
- Dealt with daily client requests
- On boarded

### *Sales Development Representative*

#### **LogCheck** 2014-10 - 2015-01

- Prospective Client Outreach
- Cold calling
- Established an initial client outreach cadence
- Potential client prospecting
- Performed live demos for prospective clients

### *Guest Speaker*

#### **32BJ – Service Employees International Union** 2016/01 – Present

- Guest speaker in the class – Running a Building with a Computer
- Each semester I am invited to speak to the class on how to best optimize the health of their building by utilizing new technology
- I speak to an industry reluctant to new ideas in the hopes of opening their eyes to utilizing technology while simultaneously empower the boots on the ground (The Building Engineers)
- I speak to how running a building with a computer can help to lower the properties carbon footprint by reducing their use of paper

## Other Experience

### **Peter Stuyvesant Little League** 2016/06 - Present

I coach a High School Level Baseball Team

### **The Epiphany School** 2017/1 – Present

I coach an intermural basketball team for 3<sup>rd</sup> and 4<sup>th</sup> graders

## Education

### **City College** 1/2021 – Present

BS – Civil Engineering

### **LaGuardia Community College** 2018/9 – 2020/12

AD – Math & Science

### **Villanova University** 2012/08 – 2016/05

Civil Engineering

### **Fordham Preparatory School** 2008/09 - 2012/05

## Skills

*Salesforce, Apple Products, Excel, Word, Zendesk, Trello, Bugzilla, Sequel Pro, Teaching, PowerPoint,*