

DAVID T. BUSHERY

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OBJECTIVE

I want to leverage my client management & leadership abilities into a Customer Success Manager role with a growing company.

Experience working at leading companies in multiple industries has allowed growth in my relationship building, organization, and action/execution skills, which correlate with continually exceeding client, company, and individual goals.

EXPERIENCE

athenahealth

Watertown, MA

Senior Customer Success Manager

2016 – Present

- Managing 100+ medical practice clients, with book of business \$6mm+ annual revenue
- Consulting clients financial and clinical performance programs to meet and optimize their goals
- Coaching clients on workflows for successful CMS quality program attestation to obtain highest incentive payments
- Improving client satisfaction acting as an internal advocate, performance coach, and main point of escalation
- Leading internal workflow improvement projects for NPS, organization, emerging products to retain clients
- Increasing revenue by working directly with Sales to identify cross-sell and new business opportunities within client channel

EBSCO Information Services

Ipswich, MA

Implementation Specialist

2012 – 2016

- Maintained and owned effective partnerships as lead with 600+ staff at 11 vendor partners with \$7M+ annual budget
- Negotiated competitive pricing and capacity through workflow improvements, new vendor onboarding, and migrated in-house processes to offshore partners to reduce departmental costs by over 10% YOY from 2013 - 2016
- Liaison for partners with internal teams to provide access and technical resolutions to VPN, VM, and proprietary programs
- Acted as internal peer mentor for new and existing staff, and instituted team building achievement to encourage collaboration between different groups

Micros Systems, Inc.

Needham, MA

Implementation Specialist

2010 – 2012

- Led onsite implementations, inventoried and delivered equipment, and provided help desk / on-call support
- Built successful relationships with site ownership, management, and hourly staff at several hundred customer locations
- Replaced competitor systems at 10 Public House Investments locations in 2012, helping Micros to retain \$1M+ contract
- Scheduled and ran trainings for 1 – 100+ staff on Micros system programming, functionality, reporting
- Consistently identified specific equipment upsell and service contract renewal opportunities to Sales management

EDUCATION

University of Massachusetts

Amherst, MA

BS Resource Economics

2001 - 2005

- Abroad program - Bond University, Australia (2004)

SKILLS

- Public speaking, organization, training, customer success
- Networking and establishing successful relationships with potential, new, and existing partners
- Microsoft Office, SharePoint, Salesforce, Gainsight, Voiceover / Video Production