

SARLINSON CHRISTIAN

Customer Success Manager

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PROFESSIONAL SUMMARY

Customer Success Manager with 5+ years experience in driving client retention and expansion revenue. Increased account renewals by 28% through proactive health scoring and executive relationship building. Skilled in SaaS onboarding, data analysis, and cross-functional collaboration.

WORK HISTORY

SeekThem

June 2025 – July 2026

Senior Customer Success Manager

- Generated \$200K in expansion revenue by mapping product capabilities to customer business objectives and positioning renewals around measurable business value.
- Maintained 98% CSAT across 25+ accounts by owning critical customer escalations and coordinating cross-functional teams through high-pressure issue resolution.
- Reduced customer churn by 22% by developing a proactive health-monitoring system and restructuring QBRs around early-risk signals and targeted interventions.

Meditab Software Pvt Ltd

Aug 2019 – June 2025

Senior Product Deployment Analyst

- Achieved 118% NRR across 15+ accounts, \$2.3M enterprise portfolio by systematically identifying and developing customer-led upsell opportunities.
- Decreased customer time-to-value by 22% by redesigning onboarding workflows and launching a self-service resource hub that reduced reliance on manual support.
- Delivered 92% product adoption within 60 days across 120+ new clients by developing a structured, repeatable onboarding and training programme.
- Accomplished 96% QBR completion across the portfolio, using customer reviews to identify business needs and generate \$900K in expansion pipeline.

Meditab Software Pvt Ltd

Jan 2018 – Aug 2019

Interface Analyst

- Resolved complex SaaS integration issues by analysing customer requirements and coordinating technical stakeholders into actionable solutions that restored customer workflows.

KEY PROJECT

AI-Driven Health Platform — DecodeDx

- Built and launched DecodeDX, an AI-powered SaaS platform shaped around real customer needs, translating user requirements into product workflows that reduced manual effort by 25%.

EDUCATION

DY Patil University

Dec 2026

Bachelor of Business Administration (BBA)

TECHNICAL COMPETENCIES

CS Strategies: Customer Onboarding, Customer Retention, Product Adoption Tracking, Upsell/Cross-sell, Executive Business Reviews (EBRs/QBRs) Churn Reduction, Net Promoter Score (NPS), Stakeholder Management, Revenue Growth, Customer Advocacy, Renewal, Expansion, Success Playbooks, Gross Rentention, Net Revenue Rentention.

AI & Product Data: Revenue Metrics, Health Metrics, Voice of Customer, CRM Workflow Automation, Data Analysis/Reporting.

Tools & Platforms: Gainsight, Totango, ChurnZero, Salesforce, HubSpot, Zendesk, Intercom, SQL, Jira, Slack.