

Marjorie Scarff

She/her | marjorie@scarff.org | [linkedin.com/in/marjoriescarff](https://www.linkedin.com/in/marjoriescarff) | Cambridge, MA

DIRECTOR OF CUSTOMER SUCCESS | TEAM AND CULTURE MANAGER

PROFESSIONAL SUMMARY

An enthusiastic employee with a career dedicated to building connections and fostering collaboration. An asset to any team seeking project management, client growth, and team satisfaction. I thrive when leading cross-functional teams and identifying opportunities for exceeding expectations. People excite me, relationships drive me, teams inspire me.

AREAS OF EXPERTISE

- | | | |
|---------------------------------|------------------------------|--|
| ✓ <i>Strategic Thinking</i> | ✓ <i>Customer Engagement</i> | ✓ <i>Project Scope Development</i> |
| ✓ <i>Stakeholder Management</i> | ✓ <i>Team Management</i> | ✓ <i>Project Planning & Scheduling</i> |
| ✓ <i>Conflict Resolution</i> | ✓ <i>Culture Ambassador</i> | ✓ <i>Agile Project Management</i> |

CAREER HIGHLIGHTS

CUSTOMER ENGAGEMENT: Quickly establish high level of trust and credibility with partners, enabling high retention rates.

TEAM MANAGEMENT: Increased team engagement by motivating employees to believe in common goals and vision.

CULTURE AMBASSADOR: Champion a collaborative and empathetic environment with a foundation of trust and respect.

PROFESSIONAL EXPERIENCE

Senior Director of Customer Success

Juno Live, Remote: Digital Platform Agency

Nov. 2020 – Feb. 2023

Key Accomplishments:

- Founding employee for Customer Success team; promoted to senior manager after 3 months and was Director of Customer Success after 1 year.
- Maintained an impressive Net Promotor Score (NPS) of +80 while managing a portfolio of enterprise clients.
- Led a swift 4x department expansion in a four-month period, while upholding exceptional NPS metrics.

Responsibilities

- Report directly to CFO, regularly present comprehensive customer health and satisfaction to full c-suite team.
- Manage 15 full-time direct reports focused on client onboarding, implementation, and retention.
- Focus on high-value book of Business, exclusively managing all enterprise accounts with values over of \$500k.
- Resolve escalations 10% faster, address issues with speed & urgency, orchestrating resources as appropriate.
- Reduce implementation timelines by 20% by developing onboarding SOP's and external documentation.
- Retain 100+ new business clients by developing long-term relationships with senior stakeholders built on trust.
- Tripled client lifecycle by maintaining client satisfaction through meticulous analysis of user data and feedback.
- Collaborated seamlessly with product and software teams to ensure clear communications for all deliverables.
- Act as liaison client and developers, assist with customizations, manage integrations, and provide end-user training.
- Excel by independently learning product and internal processes efficiently in a fast-paced environment.

ADDITIONAL RELEVANT EXPERIENCE

Office Project Manager

DesignLight, Boston MA: Lighting Design and Décor

March 2023 - Present

Work with current sales and production teams to optimize workflows and efficiencies:

- Develop standard operating procedures for sales and production teams for contracting and post sales pipelines.
- Optimize computer server filing systems and data tracking systems.
- Act as office point of contact for production teams and assist with reservations, orders, assignments as needed.

Account Manager

Corinthian Events, Boston MA: DMC Agency

2018 – 2020

Responsible for all aspects of account management for corporate, non-profit and private events from sales to execution:

- Create custom proposals with a focus on value to the customer to capture new business and support repeat requests.
- Work directly with clients to customize initial program design & scope of work; partner with appropriate vendors to create a custom-tailored package that maximizes quality and value; develop detailed production schedule for event management.
- Manage all negotiations and contracting; develop detailed and clear budgets to accurately achieve goals.
- Program creation & implementation: RFP development, meeting space allocation, vendor, and logistics oversight.
- Onsite Meeting Management including accurate registration and reporting guest attendance, general session and break out set-up, A/V logistics, as well as talent coordination.
- Manage post-event details & invoicing.

Production Manager: Conferences and Events

American Promise, Boston, MA: National Citizens Leadership Conference, Washington DC.

Feb. 2018 – June 2018

Responsible for all aspects of conference planning and meeting management, including:

- Program development & implementation: RFP development, meeting space allocation, vendor, and logistics oversight.
- Onsite Meeting Management including accurate registration and reporting guest attendance, general session and break out set-up, A/V logistics, as well as talent coordination.

Function Manager

Gore Place, Waltham MA: Non-Profit Historic Museum

July 2014 – March 2017

Department Manager for External Rentals & Events at non-profit museum

- Responsible for marketing, coordination, and management of facility rentals, and fundraising events.
- Successfully increased rental revenues year over year. Increasing revenues 135% over 3 years.
- Rebranded & designed historic Carriage House as new rental space. Engaged clients while strengthening relationships.

EDUCATION

University of Vermont

2011

B.S., Business Administration, Marketing Concentration

Minor: Theater Management & Design, including Production Stage Management and Lighting

Victoria University of Wellington, New Zealand

2008

Focus: Branding and International Marketing Strategy; including Go to Market and Social Marketing execution

TECHNICAL SKILLS

Advanced: Project Management, JIRA, Slack, Microsoft Office Suite, Adobe Photoshop, Evite, Constant Contact

Fluency: JSON, HTML, CSS, InDesign & Lightroom, Microsoft Access, Zapier, QuickBooks, reading musical scores

Operating Systems: Mac, all OS-X, Windows XP – 11, G-Suite & Android

Accolades & Certifications : Employee of the month (Juno, Sept.22), CRLA Master Writing Tutor, First Aid/ CPR/ AED

Social: [Linkedin.com/in/marjoriescarff](https://www.linkedin.com/in/marjoriescarff) & Instagram: [@marj_scarff](https://www.instagram.com/marj_scarff)