## **Chad T Grant**

**Customer Success Manager** | [chadtgrant.com](https://www.chadtgrant.com/)

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I am a Customer Success Manager looking for opportunities with innovative companies in Seattle. My background in UX design, product management, operations, and healthcare consulting has given me diverse skills to efficiently solve complex problems while balancing the needs of multiple stakeholders.

**SKILLS**

Leadership, project management, product strategy, agile methodologies, competitive and comparative analysis, written communication, presentation development, UX design, user interviews, usability testing, information architecture, product prototyping, personas, heuristic evaluation, small business development, email marketing, a/b testing, educational course development, sales copywriting, customer relationship management

**SOFTWARE**

Trello, Infusionsoft CRM, Clickfunnels, Facebook Ads Manager, Kajabi, Sketch, Invision, Figma, Adobe XD, Draw.io, WordPress, Wix, Vimeo, ScheduleOnce, Slack, Zoom, Quickbooks Online, Microsoft Office Suite, Google Suite, Optimal DX Blood Chemistry, Biocanic, IntakeQ Forms

**EXPERIENCE**

**Director of Customer Success** | Anabolic Aces Health Consulting | Jan 2017 - July 2020

* Business Development, CEO, Co-Founder | designed strategy to use quantitative & qualitative data analysis to create customized lifestyle and supplement protocols that helped clients reduce chronic health symptoms by 71%
* Customer Success Manager | used CRM, project management, and video conferencing tools to provide fully-remote onboarding, product education, and account upsell recommendations to increase customer lifetime value through 80% renewal rates
* Operations Manager | researched and onboarded a complete suite of SaaS platforms and API integrations for an agile, technical small business including websites, CRM, marketing, social media, e-commerce, scheduling, legal, payments, and accounting
* Product Manager | owned end-to-end product development of 3 online education courses that teach advanced nutrition, digestion, exercise, and detox strategies
* User Experience Researcher | developed and conducted surveys, user interviews, and usability testing to develop multiple personas for evidence-based product development
* Marketing Manager | designed, built, and optimized 3 end-to-end marketing pipelines which included landing pages, automated email campaigns, and A/B testing 52 Facebook ad sets with 330,000 impressions that generated 1,345 leads
* Competitive Analysis | attended over 25 conferences to compare cutting-edge health strategies from industry-leading functional medicine doctors to drive product design
* Educational Presentations | developed and delivered five 90-minute subject matter expert presentations on optimizing mental performance and nervous system regeneration to build brand recognition and convert client leads

**User Experience Manager** | Equll | Seattle, WA | March 2020 - April 2020

* Project Manager | led a team of 3 UX designers to develop a 20-screen Shipment Dashboard clickable prototype while ensuring deliverables fell within relevant scope
* Customer Success Manager | built presentation decks and led 5 team meetings with the company Founder to provide executive updates on business goals and design process
* UX Researcher | performed 3 rounds of usability testing with 17 users which improved average system usability scores 156% over the current site baseline

**Master Automotive Technician** | Ferrari of Seattle | October 2013 - March 2015

* Diagnostic and Service Technician | performed 120-hour complex mechanical repairs on $500k racing and street production Ferraris including full engine restorations, computer network diagnostics, electronics oscilloscopes, and maintenance evaluations
* Customer Success Management | balanced the needs of 10 stakeholders per customer repair project including high profile clients, managers, service writers, technical directors, warranty administrators, corporate engineering, parts department, and technicians
* #1 Worldwide Dealership | Ferrari of Seattle was ranked #1 in the world during 2013 on KPIs including sales volume, market penetration, client satisfaction, and marketing

**Master Automotive Technician** | Mercedes-Benz of Bellevue | June 2005 - October 2013

* Customer Success Management | used comprehensive vehicle inspections, high quality deliverables, and cross-functional team building skills to increase net promoter scores and customer lifetime value
* #1 in Sales | led all technicians in recommended upsells for 5 consecutive years by nurturing long-term customer relationships built on integrity, expertise, and reliability
* #1 in Warranty Approvals | worked closely with the warranty administrator to ensure accurate repair operation coding and comprehensive supporting documentation
* Mercedes-Benz Master Certification | maintained for 6 years through factory online training courses and live training sessions including advanced service diagnostics, HVAC technology, hybrid vehicle safety, and adaptive safety systems using radar and camera technology

**Mental Health Counselor** | Sanctuary Psychiatric | June 2002 - October 2003

* Client Management | provided counseling, medication inventory and administration, meal preparation, and crisis management for residential patients with dual-diagnoses of substance abuse and mental health conditions such as depression, anxiety, and schizophrenia
* Clinical Team Consultations | designed treatment roadmaps and analyzed outcomes on a team of Psychiatrists, social workers, and therapists

**PROJECTS**

**User Experience Project Manager** | Seattle Public Library | March 2020

* Led 3 UX designers during a 2-week agile sprint to create a 20-screen Figma prototype for a mobile app redesign
* UX Researcher: defined clear user and business goals by performing competitive / comparative analysis, wrote scripts and conducted 5 user interviews
* Usability Testing: performed 3 tests to improve average system usability scores

**Lead User Experience Designer** | Rockbox Karaoke | February 2020

* Wireframed and designed a 20-screen clickable desktop prototype for the ecommerce portion of the Rock Box website using Sketch and Invision during a 2-week agile sprint
* UX Researcher: conducted 5 interviews to identify key staff and user pain points
* Performed heuristic evaluations and user flows to guide key design decisions

**EDUCATION**

**UX Design Certification** | General Assembly | Seattle, WA | January 2020 - April 2020

* Full time immersive student in the User Experience Design Certification program that included over 600 hours of professional training and project work over 10 weeks.
* Utilized a hands-on approach to practice user-centered design methods, design thinking skills, team collaboration, and client experience
* Learned industry-standard principles for human-computer interaction, information architecture, usability, project management, data science, and product management

**Functional Diagnostic Nutrition Certification** | San Diego, CA | 2016 - 2017

* Learned coaching methods to motivate positive behavior change to create health improvements
* Coursework covered the foundational elements of functional medicine including digestion, detoxification, hormone balance, blood chemistry analysis, and neurotransmitter function

**Associates Degree in Automotive Technology** | Universal Technical Institute | 2003 - 2004

* Automotive Service Technician Education | 1,440 hours of hands-on and classroom instruction on maintenance and repair of vehicles
* Graduated #1 in Class | delivered the graduation speech
* Perfect Attendance, 7 Student of the Course Awards, Director's Honors, Alpha Beta Kappa Honors

**Bachelor of Arts Degree with Honors in Psychology |** UC Santa Barbara, CA | 1999 – 2002

* Designed and conducted psychology experiments with a student team and analyzed the statistical relevance of results
* Primary coursework: evolutionary, cognitive, and behavioral psychology
* Secondary coursework: anthropology, English literature, philosophy, ethics