

# MICHAEL IBRAGIMCHAYEV

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*A product-driven customer leader with Fortune 500 SaaS deployment experience*

## EXPERIENCE

<b>AppsFlyer, Strategic Customer Success Manager / Product Support Manager</b>	<i>Oct 2018 – Present</i>
▪ Manage \$3 Million+ revenue overseeing Fortune 100 enterprise clients, such as Walmart, General Motors, and Verizon	
▪ Developed SQL/BigQuery training program for US Customer Success team to facilitate data driven decisions	
▪ Liaison between Product and NA/LATAM client teams on key offerings, gather feedback and provide product enablement	
▪ Grew NYC team by 400% from 3 to 15; product expert for new hires in NYC and SF teams	
<b>Datorama (acquired by Salesforce in July 2018), Solutions Architect / Customer Success Manager</b>	<i>July 2015 – Sept 2018</i>
▪ Appointed as lead architect in professional services agreement for company's largest customer, necessitating relocation to San Francisco to manage on-the-ground technical consulting for over 50 data scientists	
▪ Designed and executed an extensive ETL network involving billions of rows of advertising data for over 25 countries and 3000+ workspaces with countless technical dependencies	
▪ Hired, trained, and managed a team of 4; ultimately reduced clients' onboarding of new advertisers from months to days	
▪ Served as the liaison between US and Israel Engineering, Product, Sales, & Customer Success teams	
▪ Grew SF office to a team of 10 over a 12-month period, and oversaw each employee's 6-month technical onboarding	
<b>FirstRain (acquired by Ignite Technologies), Solutions Engineer / Customer Success Specialist</b>	<i>Jan 2014 – June 2015</i>
▪ Grew IBM account from \$30,000 to \$3,000,000 - 100x growth within 6 months	
▪ Grew adoption from 49% for 1,000 users to 92% for 20,000 users, leading to an upsell of \$3MM in 12 months	
▪ Automated usage report process across all clients, saving an average of 3 hours of manual input per report generated	
▪ Expanded use of the product into a new vertical without development effort by utilizing Boolean keywords for searches	
▪ Collaborated with R&D and Marketing to design and develop a new feature that led to upsells across multiple clients	
<b>Information Technology Services, New York University, Client Services Representative</b>	<i>May 2009 – July 2013</i>
▪ Provided email, phone, and remote support for desktops/laptops/cell phones to 200,000+ people	
▪ Repaired and managed computers for over 15,000 clients across more than 65 offices throughout Manhattan	
▪ Managed and maintained university-wide systems including the wireless network, emails and online classrooms	
<b>Google – Adecco, Speech Data Ops Specialist</b>	<i>Jan 2011 – Feb 2012</i>
▪ Collected voice samples through various devices in order to improve Google's voice recognition software	

## LEADERSHIP

<b>Stern Inter-Club Council, New York University, President / Vice President / Director of Marketing</b>	<i>Sept 2010 – May 2013</i>
▪ Managed communications between all 29 Stern Clubs and the entire student body	
▪ Developed and maintained software that generates a weekly calendar of all events planned	
▪ Increased event collaboration; reduced human error by over 97%, streamlined a manual process which saves 9+ hrs./week	
▪ Provided Student Life with concrete event data (quality, frequency and attendance) to determine budgeting	
<b>TEDxNYU, Founder / Co-organizer</b>	<i>April 2011 – May 2013</i>
▪ Oversaw all aspects of event management and production: content and program development, design, AV production, vendor management, logistics, invitations, sponsorships, promotions, etc.	
▪ Executed highly effective events that communicate TED's business brand and thought leadership to sponsors and agencies	

## SKILLS / INTERESTS

▪ Software: Slack, JIRA, Zoom, FreshDesk, Salesforce, G Suite, Looker, Datorama, BigQuery, XCode, Android Studio, Asana
▪ Development: Working Knowledge of SQL, Python, JavaScript, and HTML/CSS
▪ Languages: Fluent in Russian; Basic understanding of Spanish
▪ Interests: Technology, Social Entrepreneurship, Kayaking, Traveling, Tennis, Playing the Saxophone, Volunteering

## EDUCATION

<b>New York University, Leonard N. Stern School of Business, New York, NY</b>	<i>December 2013</i>
▪ Bachelor of Science in Marketing	
<b>New York University in Prague, Prague, Czech Republic</b>	<i>Fall 2011</i>
▪ Courses in Management and Organizational Analysis, Advertising in Society, Intermediate Russian	