

MICHAEL IBRAGIMCHAYEV

michael@chayev.com · (718) 808-3982 · [linkedin.com/in/chayev](https://www.linkedin.com/in/chayev) · www.chayev.com

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

EXPERIENCE

- AppsFlyer, Strategic Customer Success Manager / Product Support Manager** Oct 2018 – Present
- 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
- Datorama (acquired by Salesforce in July 2018), Solutions Architect / Customer Success Manager** July 2015 – Sept 2018
- 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
- FirstRain (acquired by Ignite Technologies), Solutions Engineer / Customer Success Specialist** Jan 2014 – June 2015
- 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
- Information Technology Services, New York University, Client Services Representative** May 2009 – July 2013
- 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
- Google – Adecco, Speech Data Ops Specialist** Jan 2011 – Feb 2012
- Collected voice samples through various devices in order to improve Google's voice recognition software
-

LEADERSHIP

- Stern Inter-Club Council, New York University, President / Vice President / Director of Marketing** Sept 2010 – May 2013
- 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
- TEDxNYU, Founder / Co-organizer** April 2011 – May 2013
- 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

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