



# MEG JOHNSON

LEAD CUSTOMER SUCCESS AND  
IMPLEMENTATION MANAGER

## CONTACT

082 317 3878  
Weltevreden Park,  
Johannesburg  
megan.sian@protonmail.com

## SUMMARY

Experienced manager with a proven track record of spearheading successful enterprise SaaS deployments and managing high-profile client relationships. Skilled in optimizing implementation processes, fostering user adoption, and driving cross-functional team collaboration to deliver operational excellence. Adept at project management, change management, and data-driven problem-solving, contributing to a 30% improvement in process efficiency and 84% client retention. Proficient in client training, technical support, and strategic communication, driving a 25% increase in software proficiency among clients. Possesses expertise in customs compliance, international trade regulations, and seamless cross-border shipping, enabling clients to navigate complex global trade requirements.

## EXPERIENCE

### LEAD CUSTOMER SUCCESS AND IMPLEMENTATION MANAGER

#### JOHNSONS CONTROLS

01.09.2020 - PRESENT

- **Operational Excellence & Team Leadership:** Managed a team of 3 Customer Success Managers, overseeing 50 large-scale software implementations focused on CRM integration and workflow optimization, driving a 84% client retention rate through exceptional support and strategic alignment.
- **Content Creation & Educational Initiatives:** Authored the 'What's New' newsletter and produced instructional videos for client training, significantly increasing software adoption by 25% and enhancing customer engagement.
- **Strategic Communication & Project Management:** Facilitated high-level discussions and meetings with executives from renowned companies like BP, PepsiCo, and ABInbev, securing crucial partnerships and leading the Customer Success Teams in the implementation and acquisition of new customers.
- **Analytical & Quality Assurance:** Utilized data analysis to identify customer trends and inform business strategy, collaborating closely with the QA and development teams to ensure product functionality met client requirements and contributed to a 30% improvement in the implementation process.
- **Achievements:** Achieved notable successes including a 25% increase in software proficiency among clients, a significant improvement in implementation processes, and maintained high client satisfaction across 180 accounts, underscoring a commitment to continuous learning and product evolution.



# MEG JOHNSON

LEAD CUSTOMER SUCCESS AND  
IMPLEMENTATION MANAGER

## SKILLS

- **Client Relations:** Adept in building and maintaining long-term client partnerships, aligning projects with business objectives
- **Communication:** Proficient in simplifying complex SaaS concepts into actionable insights for clients
- **Project Leadership:** Agile in steering enterprise software deployments, focusing on deliverables and adaptability
- **Training & Enablement:** Committed to client education, enhancing engagement and software proficiency
- **Data Analytics:** Utilizes data to inform strategy, optimize implementation processes, and drive continuous improvements
- **Problem-Solving:** Resourceful in overcoming challenges to sustain project momentum
- **Technical Knowledge:** Solid understanding of SaaS ecosystems, bridging client needs with technical solutions
- **Change Management:** Skilled in facilitating smooth transitions and boosting user adoption
- **Strategic Planning:** Designs strategies to enhance client performance and efficiency
- **Team Development:** Inspires team collaboration and success
- **Process Optimization:** Dedicated to streamlining client experiences and service delivery
- **Risk Oversight:** Proactively identifies and mitigates project risks

## EXPERIENCE

### ACCOUNT MANAGER AND INTERIM TRAINER

**TECEX: 01.05.2018 - 01.08.2020**

- **Client Advocacy & Relationship Management:** Served as the primary liaison between TecEx and its diverse clientele across technology, medical, e-commerce, and other sectors, ensuring exceptional service delivery and client satisfaction. Fostered long-term relationships that contributed to repeat business and sustained revenue growth.
- **Education & Compliance Training:** Spearheaded client and new intake education on international shipping compliance and best practices, enhancing global customs navigation skills. Initiated and led a targeted 4-week training program for new hires, streamlining their integration and professional development within TecEx's operational framework.
- **Project Management & Operational Excellence:** Led end-to-end management of shipping and compliance projects, from initial consultation to final delivery. Coordinated effectively across logistics, legal, and compliance departments, ensuring all shipments met global trade requirements and client specifications. Implemented strategies for continuous process improvement, significantly enhancing operational efficiency and client satisfaction.
- **Customs Compliance & Advisory:** Provided expert advice on complex international trade regulations, compliance matters, and customs clearance processes, facilitating seamless cross-border shipments of high-value IT hardware to over 200 global destinations. Navigated clients through intricate tariffs, import duties, and trade agreements, ensuring first-time customs clearance and compliance with international standards.



# MEG JOHNSON

## LEAD CUSTOMER SUCCESS AND IMPLEMENTATION MANAGER

### SKILLS

- **Client Relations:** Adept in building and maintaining client partnerships, aligning projects with business objectives.
- **Communication:** Proficient in simplifying complex ideas into actionable insights.
- **Project Leadership:** Agile in steering SaaS projects, focusing on deliverables and adaptability.
- **Training & Enablement:** Committed to client education, enhancing engagement and software proficiency.
- **Data Analytics:** Utilizes data to inform strategy and product improvements.
- **Problem-Solving:** Resourceful in overcoming challenges to sustain project momentum.
- **Technical Knowledge:** Solid understanding of SaaS ecosystems, bridging client needs with technical solutions.
- **Change Management:** Skilled in facilitating smooth transitions and boosting user adoption.
- **Strategic Planning:** Designs strategies to enhance client performance and efficiency.
- **Team Development:** Inspires team collaboration and success.
- **Process Optimization:** Dedicated to streamlining client experiences and service delivery.
- **Risk Oversight:** Proactively identifies and mitigates project risks.

### EXPERIENCE

- Gold360 General Manager/ Key account manager 02/01/2011–05/01/2017
- Client service Manager- Audiosure 03/02/2020- 01/09/2020 (Retrenched due to the impact of Covid)

### EDUCATION

- Somerset West Private school Graduated 2009 with a B average. Highest mark 92%
- Head of Student council Varsity College (Through the University of South Africa)
- 2011 - 2014 Majored in English and Psychology. Graduated with an average of 70%
- Head of Humanitarian committee University of South Africa.
- Digital Marketing Certificate 2020- Google