

# JOSEPH MICUCCI

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<https://jjomic.github.io/Portfolio/>

## SUMMARY:

SaaS professional with a technical background and a passion for driving impactful customer success strategies. Recognized for collaborative execution, I excel in developing and optimizing success plans. Dedicated to bridging technical and customer success goals, I bring innovation to achieve measurable and significant results in forward-thinking strategies.

## KEY QUALIFICATIONS

- Innovator
- Up-selling & churn prevention
- Portfolio Development
- Data Analysis
- Team Collaboration
- Client Relationship Management
- Leadership Experience
- Empathy
- Effective teaching & mentoring

## TECHNICAL SKILLS:

**Languages/Libraries:** C#, ASP.NET, JavaScript ES6, SQL, HTML, CSS, Bootstrap

**CI/CD:** Agile, Scrum

**Technologies:** G-Suite, Slack, Zoom, Loom, Notion, HubSpot, Salesforce, Atlassian, Contentful

**Industries:** SaaS, Ecommerce, MarTech, AdTech, B2B, B2C, Telecommunications

**Certifications:** Google Project Management, MTA: Software Development Fundamentals, Webflow 101, HubSpot Sales Software, HubSpot Service Hub, HubSpot Marketing Software, HubSpot Inbound, HubSpot Inbound Marketing

## PROFESSIONAL EXPERIENCE:

### **Customer Success Manager, Ninetailed, USA (Remote), October 2022 – May 2023**

*MarTech SaaS which allows companies to enhance website personalization.*

- Created success plans for a diverse clientele, setting critical goals & KPIs, spanning SMBs (avg. revenue \$48.28M) to enterprise-level brands (avg. revenue \$13.9B)
- Consulted on product features, operationalized testing, and provided insights on best personalization practices to elevate client experience.
- Analyzed data to deliver value-driven recommendations, yielding measurable enhancements in click-through and conversion rates for client success.

### **Technical Customer Success Manager, Wicked Reports, USA (Remote), March 2022 – June 2022**

*MarTech SaaS providing companies with marketing attribution services.*

- Orchestrated onboarding processes for SMB clients, overseeing setup, data analysis, and troubleshooting, resulting in streamlined operations.
- Enhanced client engagement through collaborative UX/UI improvements, achieving a 4% usage rate increase within the first 30 days.
- Played a key role in a client onboarding beta team, ensuring efficient platform connections and data validation, consistently completing onboarding within 3-5 days against a goal of 7-10 days.

### **Account Specialist, Tangoe INC, Indianapolis, IN November 2020 – August 2021**

*B2B SaaS that serves as a company's telecom expense management system.*

- Managed B2B relationships between cell phone carriers and corporate clientele for enterprise level brands (avg. revenue \$50.11B).
- Provided technical support, handled billing inquiries, and facilitated device orders/replacements all within 48-hour SLA for clients.
- Served as the liaison between end users, Tangoe, and cellular service providers.

## EDUCATION:

- **Eleven Fifty Academy, Software Development Immersive Learning Program, Indianapolis, IN, December 2021**
  - Completed a 12-week Software Development Immersive Learning Program
  - Received the Eleven Fifty Core Value Award for Teamwork
- **Roncalli High School, Indianapolis, IN, May 2012**