

Jovan Prvulovic

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Enthusiastic Senior Customer Success Manager with a 9-year track record of transforming the customer experience while handling technology programs, allocating resources, and maximizing sales performance. Demonstrated history of taking charge of product management, navigating digital solutions, and engaging with partners and stakeholders using strong team collaboration abilities. Successfully pioneered 15 award-winning restaurants in Europe and U.S.

Professional Experience

Harri | New York, NY (remote)

Senior Customer Success Manager | January 2022 - Present

- Engage closely with customers and collaborated with stakeholders to ensure customer satisfaction, leading to increase in product adoption and loyalty to Harri solutions
- Maintain the entire lifecycle of the customer relationship by proactively resolving issues regarding product deployment, resulting in a success rate across 94% of customer accounts
- Collect product feedback and help drive expansion activities around future development of the platform
- Create and execute customized programs for customer accounts that offer continued value, ensuring customer renewals and driving the highest renewal rate in the team
- Nurture robust and trust-based relationships with customer stakeholders to align priorities and business objectives, resulting in a 92% increase in awareness of the Hari platform
- Leverage relationship-building skills to fully understand and document customer requests and needs from Hari's suite of technology services, allocating resources across a 57 customer accounts
- Promoted to Senior Customer Success Manager following outstanding contributions in prior role

Harri | New York, NY (remote)

Customer Success Manager | September 2020 - December 2021

- Trained 200+ managers per week on HR platform and technology solutions to go "paperless" across 1,032 account locations, impacting 39,986 employees and generating \$337,600 in monthly sales
- Influenced activities that drive product adoption of Harri solutions and ensure customer satisfaction while serving as primary contact for 47 clients, including McDonald's, Wendy's, Lettuce Entertain You
- Conducted weekly or bi-weekly calls with 42 top executives and clients to report on training success, taking feedback to improve program outcomes by 87%

Amazon | Remote, USA

Customer Service Associate | May 2020 - September 2020

- Investigated, assessed, and resolved key technology issues reported via phone or email, boosting customer service quality and customer satisfaction for 70+ customers daily
- Guided customers through Amazon services by providing training and technical troubleshooting, promoting customer success, and yielding a 97% reduction in the number of problems.
- Improved the company's talent management strategy by delivering training to internal staff via presentations at weekly meetings, enhancing the business and technical skills of 52 employees

Street Guys Hospitality USA | Washington, DC

Corporate Talent Acquisition & Training Manager | April 2019 - March 2020

- Took charge of talent sourcing initiatives, candidate identification, and training delivery by leveraging an electronic onboarding system and other tools, securing ~250 staff members across 8 locations
- Surpassed business objectives by applying project management capabilities to spearhead a sales initiative, yielding 30% additional net profit for the company
- Boosted the quality of customer service by assessing the monthly performance of the management team, driving talent development for 30 Managers and 400 other employees

Hiring & Training Manager | October 2016 - April 2019

- Launched six award-winning restaurants with 400+ staff by steering all aspects of candidate hiring, new hire onboarding, and training, staffing all locations within 48 months
- Redesigned training materials for 400+ employees with a focus on customer retention and success, leading to a 74% improvement in the company's bottom line
- Devised and rolled out a customer service program and SOPs by utilizing business process management capabilities, improving satisfaction for 3,000+ candidates weekly
- Navigated international visa matters to recruit key talent from abroad by communicating with the US embassy in Serbia regarding Visa materials preparations, securing 20 talented Managers
- Enhanced the quality of staff training using strong communication and program management abilities, leading the company to garner RAMMY award for best service program in Tri-State Area

Street Guys Hospitality USA | Belgrade, RS

Hiring & Training Manager | June 2015 - September 2016

- Grew staff talent by championing development of training materials, SOPs, and employee evaluations, enhancing the business capabilities of 32 new managerial staff members
- Opened a flagship store successfully by tracking business performance to verify adherence to established sales plan, resulting in strong performance across 110+ employees
- Executed a sales program for 45+ products and services by using strategic upselling and sound approaches to resolving customer questions, leading to a 35% growth in sales

Quick Service Division | Belgrade, Serbia

Managing Director | September 2014 - June 2015

- Improved overall sales performance by developing franchise procedure manuals and holding training sessions, yielding a standardized and high-impact launch of 10 separate store locations
- Streamlined store processes by integrating an "Entrepreneur Operating System" across all three locations, raising overall operations productivity by 60%
- Resolved business issues by communicating and collaborating with vendors and management, leading to the successful hire and training of 200+ house staff members at the new location

Toro Latin Gastro Bar | Belgrade, Serbia

Restaurant Manager | June 2013 - September 2014

- Implemented greater scheduling efficiencies while hiring and onboarding 70 new staff members by applying sound business insights, reducing total staffing costs by 114%
- Enhanced team performance by designing a training program that streamlined operations with a 94% improvement in efficiency while meeting ambitious weekly sales goals
- Improved clarity regarding customer service performance expectations by conducting weekly/quarterly reviews, reducing average staff turnover from 4 months to 3+ years

Core Competencies

Customer Communications, B2B Sales, Account Management, Customer Relations, Training & Recruitment, Public Speaking, Talent Development, Project Management, Technology Adoption, Product Management, MS Office Suite, Salesforce, Mailchimp, Adobe Illustrator, Jira, BAM, Engagably LMS, Gainsight, Tableau, SQL, "R"

Education/Certifications

Bachelors in Tourism, Belgrade University - Belgrade, Serbia

Data Analytics Certificate, Google, 2022

UX Design Certificate, Google, 2022

Certified Classroom Educator, Google, 2020

Certification in Professional Training and HR Coaching, Circle of Excellence - Zagreb, Croatia

Tour Guide License, Serbian Ministry of Economics and Development

Organizations

D.C. Central Kitchen, Board of Advisors – Member; Training programs helps students learn behaviors and skills for entry-level culinary jobs