

SHYRAN BUTTS

Customer Success | CX Enablement | Technical SaaS Support

CONTACT

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SKILLS

- Customer Success Management
- Enterprise Account Management
- Technical Account Management
- SaaS Onboarding & Adoption
- Customer Health Management
- Portfolio Management
- SDK & API Customer Support
- Workflow Automation
- AI-Assisted Reporting
- Customer Outreach Automation
- Digital Adoption
- Knowledge Base Development
- Escalation Management
- Product Feedback
- KPI & SLA Management
- Training & Facilitation
- Support Ticket Analysis
- Deflection Strategies
- Team Leadership
- Process Improvement

Customer Experience, Customer Success, and Enablement Leader with 12+ years of experience across SaaS, technical support, onboarding, adoption, and client success. Skilled at managing large customer portfolios, supporting Enterprise accounts, improving customer health, and translating technical topics into clear business value. Experienced with SDKs, APIs, document workflow products, digital adoption tools, knowledge base strategy, and AI-assisted automation for outreach, reporting, and internal workflows.

WORK HISTORY

August 2025 - Present

Customer Success Manager

Nutrient, Remote

- Managed a mixed-segment portfolio of 399 customer accounts, including 7 Enterprise, 117 High-Touch, and 275 Low-Touch accounts.
- Owned post-sale customer engagement across onboarding, adoption, account health, technical issue follow-up, and product education.
- Supported customers using Nutrient SDKs, cloud document processing, low-code M365 solutions, and workflow automation products.
- Partnered with Enterprise customers to understand business goals, technical needs, adoption blockers, and product use cases.
- Collaborated with Product, Engineering, Support, and Sales to resolve technical blockers and share customer feedback.
- Built AI-assisted workflows with Claude Co-work, Gemini, ChatGPT, and other tools to improve outreach, reporting, and account tracking.
- Created repeatable processes for customer communication, portfolio management, and follow-up across Enterprise, High-Touch, and Low-Touch segments.
- Translated complex technical topics into clear communication for business and technical stakeholders.

May 2025 - August 2025

Customer Enablement & Adoption Manager

Sierra Interactive, Remote

- Launched onboarding programs that increased product adoption by 22% within the first 60 days.
- Created customer journey maps, identifying adoption gaps that reduced onboarding time by 15%.
- Managed education content across multiple channels, improving self-service deflection by 18%.
- Leveraged AI tools, including ChatGPT and Chameleon, to reduce inbound support tickets by 12% in one quarter.

June 2024 - May 2025

Customer Experience Enablement Manager

Sierra Interactive, Remote

- Developed CX team training programs, improving SLA compliance from 87% to 95%.
- Directed a Knowledge Base migration that increased article engagement by 40% and cut search times by 25%.
- Implemented digital adoption strategies that reduced churn in at-risk accounts by 10%.
- Authored 50+ SOPs and client communications using AI workflows, cutting content creation time by 35%.

August 2020 - June 2024

Senior Customer Support Manager

Sierra Interactive, Remote

- Led a multi-tiered support team of 20+ agents handling 10,000+ tickets per year.
- Reduced ticket backlog by 30% and improved first contact resolution from 72% to 85%.
- Managed escalation workflows that decreased resolution times for complex cases by 25%.
- Delivered actionable product feedback that resulted in 3 high-priority features being added to the roadmap.

May 2018 - August 2020

Lead Platform Expert

Sierra Interactive, Remote

- Provided Tier 2 and Tier 3 technical support for 1,500+ escalated cases annually.
- Authored 200+ knowledge base articles, increasing self-service success rate by 28%.
- Facilitated 50+ client webinars, reducing feature-related tickets by 20%.

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TOOLS

- Claude Co-work
- ChatGPT
- Gemini
- Chameleon
- HubSpot
- Salesforce
- Zendesk
- Slack

LANGUAGES

English

EDUCATION

Bachelor of Science
Health and Human Performance
University of Louisville
Louisville, KY | May 2008

April 2012 - May 2018

Creative Pro / Product Expert / Specialist

Apple, Louisville, KY

- Led training for customers and employees on Apple technology.
- Generated \$1.6M+ in annual personal sales.
- Supported onboarding and facilitated customer workshops.

May 2008 - June 2011

Customer Service Representative

Humana, Louisville, KY

- Handled 80-100 inbound calls daily with a 95% resolution rate.
- Consistently exceeded monthly quality assurance targets by 10-15%.

July 2006 - July 2008

Account Manager

Coca-Cola, Louisville, KY

- Managed sales territory, route planning, and client satisfaction.

EDUCATION

Bachelor of Science, Health and Human Performance - University of Louisville, Louisville, KY - May 2008