

MIKE CHARTRAND

Account Manager / Customer Expansion / Sales Operations

+573168013810 | mike@mikec.pro | [linkedin.com/in/mikechartrand](https://www.linkedin.com/in/mikechartrand) | Medellín



WORK EXPERIENCE

Operations and Client Delivery Manager

BuildFlow

09/2025 – Present | Minnesota, USA

- Manage ongoing relationships with contractor partners, serving as primary point of contact for delivery, performance, and expansion discussions.
- Identify additional service opportunities within existing accounts, contributing to account expansion and increased monthly recurring revenue.
- Conduct regular check-ins to review pipeline health, lead flow, and conversion rates.
- Coordinate with internal teams and maintain accurate CRM records for partners, opportunities, and initiatives.

Founder / Principal Account Manager

Norte Sur Consulting

11/2024 – Present | North America (Remote)

- Manage a portfolio of service-business clients, guiding them through sales process improvements and system adoption.
- Identify expansion opportunities within existing accounts (automation, CRM features, follow-up sequences, and lead channels).
- Build and maintain strong relationships with business owners, acting as a trusted advisor.
- Track account activity in CRM tools and drive improved adoption to increase ROI and retention.

Senior Operations Manager

RoomSmith

01/2023 – 09/2025 | Minnesota, USA (Remote)

- Served as primary operational contact for clients post-sale.
- Managed project lifecycles, change orders, billing, and ongoing client communication.
- Ensured smooth handoffs between sales, design, and construction teams.
- Maintained detailed records and documentation for each account.

SUMMARY

Canadian Citizen | Permanent Resident of Colombia

Account-focused professional with 20+ years of experience managing client relationships and driving revenue through practical, consultative selling and strong execution across SaaS, service-based, and operations-heavy environments.

LANGUAGES

- **English:** C2 Native
- **Spanish:** B2 Conversational

RELATED SKILLS

- Customer Relationship Management
- Retention and Churn Mitigation
- B2B Consultative Selling
- CRM Implementation and Management
- Account Health Monitoring
- Pipeline and Automation Management
- Customer Success
- Adoption and Usage Optimization
- Business Reviews and Account Planning
- Forecasting and Reporting
- Cross-Functional Collaboration
- Account Expansion
- Renewal Management

EXPERIENCE CONT'D

Client Strategist / Outreach Manager

Art of Sales Academy

02/2023 – 06/2024 | USA (Remote)

- Managed relationships with founders and executives at SaaS companies, supporting \$10K–\$1M contracts and conducting outbound outreach and appointment setting on their behalf.
- Supported deal strategy and opportunity progression from first call through close.

Customer Success Manager

Clockedin (SaaS Product)

08/2019 – 04/2023 | USA (Remote)

- Owned onboarding and ongoing success for SMB customers on a SaaS workforce management platform.
- Drove product adoption through training and workflow recommendations.
- Identified expansion opportunities and communicated customer needs to product and internal teams.
- Built and maintained automated workflows for pre- and post-sale communications.

Entrepreneur and Account Manager - Various Ventures

Barranquilla Life / Pluriza / JemOps / GetFluent

01/2012 – 03/2023 | Colombia and Central America

- Built and led multiple service and software-focused ventures, including a software firm, a DevOps company, and a language coaching consultancy.
- Managed client relationships and cross-border partnerships.
- Built and managed distributed teams overseeing scheduling, quality control, and workflows.

Vendor and Global Quality Governance Manager

Bell Canada (BIMS)

05/2004 – 01/2012 | North and South America, North Africa, Asia

- Owned global outsourced call quality and governance.
- Led call audits, root-cause analysis, performance reviews, and calibration efforts with vendor QA teams.
- Partnered with legal, training, and operations to improve compliance and customer security processes.
- Drove efficiency initiatives reducing handle time by 40+ seconds and generating ~\$1.2M in annualized savings.

TECH STACK

- HubSpot / Zoho
- Slack
- ClickUp
- Trello / Asana
- Google Workspace
- Google / Meta Ads
- GTM / GA4
- Sales Navigator
- Mailchimp
- WordPress / Elementor
- Gravity Forms
- Unbounce
- Sakari / OneCall
- QuickBooks
- Hootsuite / Twilio
- Zapier

EDUCATION

Bachelor in Theatre Arts

Ryerson University, Toronto

1992 - 1995

Lean Six Sigma

York University, Toronto

2009

INTERESTS

- Scuba Diving
- Community Building
- Volunteering
- Continuous Learning