

Neil Vinci Bisnar Lipaen

CUSTOMER SUCCESS PROFESSIONAL

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📍 Manila, Philippines

Customer Success professional and AI Native who developed a global B2B SaaS career while completing an undergraduate degree in Psychology. Brings experience in stakeholder management, customer lifecycle engagement, commercial opportunity qualification, and cross-functional collaboration, with a track record of helping customers realize business value while contributing to retention and revenue growth.

EXPERIENCE



Account and Product Specialist | SMB, Enterprise Support

Nov 2025 — Present

ClickUp · Remote

- Partnered with Customer Success Managers (now TAMs) to proactively identify at-risk accounts, coordinate customer engagement strategies, and mitigate issues before formal escalations.
- Led customer-facing escalation meetings for high-value B2B accounts, managing stakeholder expectations, communicating resolution plans, and rebuilding customer confidence through cross-functional coordination.
- Conducted 10 to 15 proactive customer check-ins daily with self-service accounts, supporting renewal conversations, addressing adoption challenges, and identifying opportunities for continued customer success.
- Identified and qualified commercial opportunities exceeding US\$5K in potential revenue, partnering with Sales and Account Executives to route expansion opportunities and accelerate revenue generation.
- Negotiated customer concession requests by balancing customer needs with business policies, collaborating with Leadership, Billing, Finance, Deal Desk, and Sales to deliver commercially sound resolutions.
- Served clients across APAC, EMEA, and LATAM, with additional coverage for AMER, delivering consultative product guidance while collaborating with global teams to drive successful customer outcomes.
- Guided new self-service customers through onboarding by recommending workspace structures, implementation best practices, and adoption strategies to accelerate time-to-value.
- Collaborated with the Knowledge Management team to improve operational documentation by validating evolving support processes and introducing guidance for identifying and nurturing high-potential customer engagements into sales opportunities.



Associate, Service Delivery and Knowledge Management

Jun 2023 — Oct 2025

Sutherland · Spotify Project · Manila, Philippines

- Delivered high-quality support to Spotify users, artists, and creators across account, subscription, and platform-related inquiries, consistently exceeding productivity targets while achieving a 96% customer satisfaction rating, 91% first-contact resolution rate, and resolving over 8,000 customer cases.
- Represented the MNL site for Knowledge Management initiatives, partnering with client stakeholders to validate new support processes, workflows, and tools before rollout.
- Bridged frontline operations and the Knowledge Management team to ensure accurate documentation and consistent service delivery.
- Evaluated new workflows and knowledge resources, delivering actionable feedback to improve operational effectiveness.

SKILLS

CUSTOMER SUCCESS

Renewal & Retention

Onboarding

Churn Mitigation

CSAT

TOOLS

Salesforce

ClickUp

Iterable

Zendesk

CORE COMPETENCIES

Stakeholder Management

Escalation Management

Artificial Intelligence (Agentic and Generative)

EDUCATION

Bachelor of Science in Psychology

Industry & Organizations
Far Eastern University
2026

CERTIFICATIONS

- ✓ Project Management (Coursera x Google, 2025)
- ✓ AI Fluency (Anthropic, 2026)