

DUSTIN MOONEY

727.641.5516 | DUSTIN@MOONEY.ME | LINKEDIN.COM/IN/DUSTINMOONEY

EDUCATION

B.A. POLITICAL SCIENCE
University of Central Florida
2013

CERTIFICATIONS

**CERTIFIED OPEN-SOURCE
INTELLIGENCE PROFESSIONAL
(C|OSINT)**
The McAfee Institute

**CYBERSECURITY
PROFESSIONAL CERTIFICATE**
Google (In Progress)

CERTIFIED UAV PILOT (PART 107)
Federal Aviation Admin. (FAA)

ADVANCED DATA ANALYTICS
Google

ADDITIONAL EXPERIENCE

CONSULTANT
REBUILD Globally
2015-2018 - Remote / Haiti

CAMPAIGN STAFFER
U.S. Senate Campaign
2015-2016 - Remote

AID WORKER
IVHQ
2013-14 - Nairobi, Kenya

KEY SKILLS

Client Success, Marketing, SaaS, Client Experience (CX), UAV / UAS, Microsoft Office 365, Apple OS, Google Workplace, Chrome OS, Linux, Adobe Creative Cloud, Salesforce, SmartSheet, SquareSpace, GitHub, HTML, CSS, SQL, Python, R, SEO, SEM, OSINT, WordPress, HubSpot

REFERENCES AVAILABLE
UPON REQUEST

SUMMARY

Strategic customer success and business leader with strengths in project management, client relations, client experience, strategy, open-source intelligence, and client strategy. Leverage relationships to drive outcomes for clients and key stakeholders.

**Customer Success | Management | Communications | Intelligence Analysis
Project Management | Open-Source Intelligence (OSINT) | Cybersecurity**

EXPERIENCE

CLIENT SUCCESS MANAGER, PUBLIC SECTOR

PublicInput / Remote / 2021 - 2023

Work with a team of highly experienced Client Success Managers in the public sector to achieve public engagement goals and objectives utilizing our SaaS platform. Manage a portfolio of government sector clients to gauge the public interest on specific projects.

- **Leverage insights from proprietary public engagement SaaS platform** to inform government clients on community engagement outcomes. Used insights to drive cross-selling opportunities for clients like Washington, DC, and the Virginia Department of Transportation (VDOT).
- **Maintained an 89% client retention rate** by managing client relationships from onboarding through renewal. Provided strategies to leverage platform to increase public engagement and usage to ensure retention.

CLIENT SUCCESS MANAGER

Client Savvy / Remote / 2018 - 2021

Work with a team of highly skilled Client Experience (CX) professionals to achieve marketing and client success objectives. Executed a variety of marketing campaigns. Maintained relations with executives to implement and execute their CX programs.

- **Bolstered a 97% renewal rate** while generating over \$400K in new business YoY through upsell opportunities.
- **Directed client experience and financial consulting that led to a 23% increase** in revenue for Faith Technologies while diversifying its portfolio.

MANAGER, CLIENT SUCCESS

The McClatchy Company / Raleigh, NC / 2017 - 2018

Led a team of 13 Client Success Managers. Served as an intermediary between sales, production, and client success teams for this publicly traded publishing company for clients like UNC, Republic Wireless, and the Carolina Hurricanes, among others.

- **Led team of Client Success Managers who managed relationships** focused on identifying needs, executing campaigns, and reporting success metrics.
- **Migrated into multidisciplinary team with a 43% increase in recurring revenue** as we integrated success, sales, ad-ops, and operations.

ACCOUNT DIRECTOR / SENIOR CUSTOMER SUCCESS MANAGER / CUSTOMER SUCCESS MANAGER / ACCOUNT COORDINATOR / INTERN

IZEA Worldwide / Orlando, FL & Remote / 2010 - 2017

Assumed increasing levels of accountability for the leader of the influencer and content marketing software (SaaS) and services to the world's leading brands and agencies. Managed relationships with Viacom, Ketchum, J.P. Morgan Chase, US Army, REBUILD Globally, CDC, and Johnson & Johnson.

- **Managed \$7M+ annually** for marketing initiatives on behalf of brands, issue advocacy organizations, and government agencies.
- **Generated new business of \$1.2M+ yearly from clients** like NIH and others.