

YAARA SHVADRON

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PROFESSIONAL SUMMARY

Strategic Customer Success Executive with a proven track record of scaling global organizations and managing ~90M in ARR. Expert in transforming CS operations through data-driven strategies, AI automation, and lifecycle optimization. Demonstrated success in increasing Net Revenue Retention (NRR) and driving cross-functional alignment in complex Enterprise SaaS environments. Passionate about building high-performing cultures and motivated customer-facing teams.

CORE SKILLS

P&L Management, Churn Forecasting, Customer Journey, Revenue Operations (RevOps), Voice of the Customer (VoC), Customer Success Leadership, People Management, Enterprise SaaS, Retention & Renewal, Expansion & Upsell, Customer Health & Engagement, Executive Stakeholder, AI & Automation Implementation, Process Optimization, Cross-Functional Leadership, Salesforce, Data & Analytics, Change Management, Compensation Strategy, Organizational Design.

TOOLS & TECHNOLOGY

ChatGPT · Salesforce · JAGGAER (Source-to-Pay) · Shopify · JIRA · Pendo · Zendesk · Tableau · Looker · Staircase AI

PROFESSIONAL EXPERIENCE

Senior Manager, Customer Success, team of 15

JAGGAER | Remote | Oct 2025–Present

- Selected to lead the strategic enterprise verticalization process of 90M USD ARR enterprise accounts, following a global restructure.
- Surpassed targets with 112% quota attainment, driving a 3% YoY increase in Gross Revenue Retention (GRR).
- Spearheaded AI-driven workflows, significantly reducing manual touchpoints and increasing CSM capacity.
- Mentored CSM Manager and implemented a "Success Playbook" that improved onboarding velocity by 20%.
- Developed a predictive churn model, enabling proactive intervention on ~15M USD of at-risk revenue.

Head of Customer Success, North America, team of 11

JAGGAER | Remote | 2023–2025

- Led 12 CSMs supporting 150+ enterprise accounts and 76M ARR.
- Achieved 115% of targets; increased GRR by 3% YoY.
- Led executive business reviews (EBRs) and strategic engagements with Fortune 500 clients.
- Designed tiered engagement models, automated workflows, and performance tracking frameworks.
- Partnered with Product, Sales, and Ops to drive adoption and improve customer outcomes.

Customer Success Manager

JAGGAER | Remote | 2021–2023

- Managed a \$5.8M ARR portfolio across Higher Education, Public Sector, and F500 Manufacturing customers
- Improved customer satisfaction and NPS through proactive, strategic account management
- Supported renewals, risk mitigation, and adoption initiatives

Customer Success Manager

Fast Simon | Remote | 2019–2021

Built the post-sales department from scratch, defining the full customer journey from onboarding to renewal. Designed the retention roadmap to stabilize churn and established the company's first QBR framework.

Officer, Captain

Israel Defense Forces (IDF) | Israel | 2007–2011

- Commanded a strategic Liaison unit, developing high professional personnel.
- Led teams through high-pressure scenarios empowering decision-making and adaptability.

ADDITIONAL EXPERIENCE

Project Manager – Neuron Connect | 2018–2019

Support & QA Specialist – InstantSearch+ | 2013–2015

Research Assistant – Ministry of Foreign Affairs, Israel | 2011–2013

Founder & Program Director – Music Education Initiative | 2013–2018

EDUCATION

Master of Arts (M.A.), International Security & Diplomacy – Hebrew University of Jerusalem Bachelor

of Arts (B.A.), International Relations – Hebrew University of Jerusalem Bachelor of Music (B.Mus.),

Flute & Education Certificate – Jerusalem Academy of Music and Dance

About me:

Former flutist, jazz enthusiast, parent of two. I enjoy climbing, traveling, camping, meeting customers, spending time on stage, connecting with people, problem solving, and learning.