

Cameron Dees

Senior Enterprise Customer Success Manager

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PROFESSIONAL SUMMARY

Senior Enterprise Customer Success Manager with 5+ years of healthcare SaaS experience specializing in proactive customer health management, adoption-driven engagement, and retention and expansion across high-volume portfolios. Owns a \$750K+ ARR enterprise portfolio, leads Quarterly Business Reviews with executive stakeholders, and builds scalable processes that reduce churn risk. Builds and ships his own web tools with Claude, two running live on the Claude API, and brings practical product management instincts to customer success work.

SKILLS

- Enterprise Customer Success & Multi-Location Portfolio Management
- Executive Stakeholder Management & Quarterly Business Reviews (QBRs)
- Cross-Functional Escalation Leadership & Renewal Risk Management
- Product Management: Agile, Scrum, RICE and Value vs. Effort Prioritization, User Research, Product Requirements Gathering
- Tools: Jira, Pendo, HubSpot, Trello, Microsoft Office Suite, Claude, ChatGPT Enterprise

PROFESSIONAL EXPERIENCE

Swell CX — Senior Enterprise Customer Success Manager April 2021 - Present

- Manage a portfolio of enterprise healthcare clients representing \$750,000+ in ARR, driving product adoption, renewals, and expansion while mitigating churn risk across internal and external stakeholders.
- Lead Quarterly Business Reviews (QBRs) with enterprise healthcare DSOs, including Swish Dental and Catalyst Dental Allies, to ensure strategic alignment and surface growth opportunities.
- Led Customer Success AI adoption initiatives in partnership with RevOps, developing scalable frameworks for client communications, meeting recaps, and action tracking adopted across team workflows.
- Promoted to Senior Enterprise Customer Success Manager in recognition of strong sales and client management performance.

Level9 Sports — Regional Manager February 2019 - April 2021

- Reduced service times 40% across all locations by implementing service-order tracking systems for every employee.
- Managed a team of 15 and led customer support efforts across all locations in the outdoor industry.
- Facilitated relationships between customers, store staff, buyers, support teams, and executive management.

Black Diamond Equipment — Quality Assurance Technician June 2015 - March 2019

- Conducted batch tests on raw materials and finished goods to ensure quality for shipment to customers.
- Created failure-rate reports and analyzed large data sets to track historical raw goods quality against manufacturing criteria.

PROJECTS

- DuckScout (duckscout.vercel.app): Built a web app for Utah waterfowl hunters that scores locations 0-100 from live weather, water, and migration data and sends SMS alerts when conditions peak. Built with Claude, deployed on Vercel.
- Portfolio AI Chatbot (camerondees.com): Built a Claude-powered chatbot grounded in a curated bio library with prompt guardrails, deployed as a Vercel serverless function.
- Writing Vault: Built an AI writing workspace where a Claude agent drafts in a defined personal voice, governed by a style guide with tone rules and audience modes.

EDUCATION

Fullstack Academy — Product Management Bootcamp September 2023 - January 2024

Agile, Scrum, RICE and Value vs. Effort prioritization, user research, product requirements gathering, customer advocacy.

Salt Lake Community College — Associate's Degree in Communications