



ANGELA S. WESTON CURRICULUM VITAE

Professional experience that includes marketing, management, employee training, project management, cannabis advocacy and consulting.

Angela S. Weston

Email: awestonmba@gmail.com

Professional experience that includes marketing, management, employee training, project management, consulting, human resources, and electronic medical records. Results oriented with extensive customer service experience, persistent goal setting, excellent problem solving, collaboration and business skills.

Work Experience

athenahealth

Manager, Customer Success (Individual Contributing), Atlanta, GA

April 2021 – Present

- Manage book of business of over 3 million in annual revenue
- Mitigate Attrition Risks
- Strategic Performance Meetings with Practice Managers, Executives and Revenue Cycle Management staff
- Issue Management
- Partner with internal stakeholders to tailor long-term client success plans
- Identify and report Product/ Service Gaps
- Healthcare Businesswomen's Association Ambassador (athenahealth)
- Allergy, Immunology and Otolaryngology User Group Lead
- Projects and Initiatives
- Women's Leadership Forum Mentor

athenahealth

Senior Customer Success Manager, Atlanta, GA

August 2020 – March 2021

Customer Success Manager, Atlanta, GA

February 2018 – July 2020

- Manage book of business of over 1.6 million in annual revenue
- Mitigate Attrition Risks
- Client Performance Coaching
- Issue Management
- Partner with internal stakeholders to tailor long-term client success plans
- Identify Product/ Service Gaps
- Created internal process documents
 - Jedi/Leadership Playbook – NPS
 - NPS Comment Categories Playbook
- Successfully leads team in Net Promotor Score (NPS) efforts
- Present team status reports
- Mentor colleagues (NPS Jedis and New Hires)
- Collector Subject Matter Expert
- Building Customer Relationships Champion
- Collaborate with product team (Emerging Care Models)
- Presented content in CS Standard All Hands, Leadership and Executive Leadership meetings

athenahealth

Client Service Analyst, Atlanta, GA

October 2016- January 2018

- Proficient in athenaNet: Advanced Clinicals and Collector workflows
- Received Employee of the Month for May 2017 and Employee of the Quarter for Q4, 2017
- Collaborated with external departments for trainings and content documentation
- Awarded Top Client Satisfaction recognition for multiple months and quarters
- Selected to be a consistent floor-walker and mentor for new training classes
- Provide verbal and written peer feedback through call listening sessions
- Run daily team reports and assist team with case management
- Exceeded department performance metrics including Client Satisfaction, Quality Assurance, Availability, and 24-Hour Case Resolution
- Provide exceptional support to clients, partners, and internal employees in accordance with high quality standards and accelerated production targets
- Provide timely resolution, tracking, and response to all client inquires that result in cases via Salesforce

Adecco/Phillips Healthcare

Customer Support Specialist, Atlanta, GA

December 2013-August 2014

- Provided exemplary customer service as first level product support
- Resolved issues via phone, email, and remote access in a high-volume call center
- Provided SQL statements as necessary to resolve client issues
- Proactively owned and cultivated the customer experience

Education

Master of Science: Medical Cannabis Science and Therapeutics

University of Maryland School of Pharmacy – Baltimore, MD

Completion of science and hour requirements for entry into Nursing School (Clinicals)

Georgia State Perimeter College – Dunwoody, GA (2014-2016)

Master of Business Administration: Project Management Concentration

Keller Graduate School of Management - Atlanta, GA

Master of Science in Information Technology

American Intercontinental University - Atlanta, GA

Bachelor of Science: Business Management

Southern University A&M College - Baton Rouge, LA