

YUHSI TAKAHASHI




Customer Success Manager

(919) 600-0216 • yuhsilti@gmail.com • <https://www.linkedin.com/in/yuhsitakahashi/> • yuhsi.triboken.com




Objective

Customer-focused leader with a proven track record of driving product adoption, increasing retention, and delivering measurable business outcomes through strategic programs and collaboration. Known for implementing innovative solutions, mentoring teams, and optimizing processes to transform customer challenges into success stories.

Skills

 Customer Success Skills	 Project Management Skills	 Business Acumen
Customer Adoption Growth Tailored Solutions for Retention Customer Success Strategy Scalable Business Solutions Customer Lifecycle Management	Analyzing Data and Data Science Internal Audit Market analysis PMP and Agile Methodologies Data Science	Business Strategy Development Team Leadership & Management Operational Excellence Budget Design & Management Scalable Business Solutions

Strengths

 Operational Expertise	 Leadership and Mentoring	 Customer Engagement
Exceptional problem-solving and optimization skills to provide innovative solutions.	As a technical leader, I mentor teammates to boost growth, productivity, and success.	Strong negotiation skills with proven ability to help customer satisfaction and boost service sales significantly.

Experience

Cisco Systems	RTP, NC
Success Programs Manager	10/2020 - 11/2024
<ul style="list-style-type: none">Increased customer engagement by 40% and improved Customer Satisfaction (CSAT) to 4.3 with success strategiesDesigned customer lifecycle programs to drive retention, upsell opportunities, and product adoptionDelivered high-impact events like webinars and partner summits, strengthening client relationshipsDeveloped scalable success frameworks, boosting service sales by 25-40%Provided actionable insights through data-driven reporting, aligning solutions with customer goalsDrove 50% adoption growth through targeted knowledge transfer sessions and workshops	
Cisco Systems	RTP, NC
Customer Success Specialist	03/2019 - 10/2020
<ul style="list-style-type: none">Increased customer retention by {15%} by aligning with account teams for unified success strategiesMentored junior engineers, driving best practices and accelerating product adoption by 50% within six monthsImplemented expansion strategies, boosting customer value realization and reducing churnClosed knowledge gaps to ensure seamless integration of greenfield and brownfield solutionsImproved onboarding processes, reducing time-to-value for new customers and increasing adoption ratesDelivered proactive support, identifying risks early and driving solutions to enhance customer satisfaction	
Cisco Systems	RTP, NC and Mexico City
Network Consulting Engineer IV and Team Leader and Mentor	01/2009 - 03/2019
<ul style="list-style-type: none">Led lifecycle management and migrations with a focus on scalability, efficiency, and minimal downtimeBoosted team productivity from 8% to 85% in one year by streamlining workflows and processesCut task completion times by 30%, doubling engineering output and improving customer satisfactionLed team of 20 Network Consulting Engineers (NCEs) providing mentoring, training, and performance managementLed annual financial planning, managing a \$350K budget to ensure on-time project deliveryEnhanced network security and scalability by addressing technical challenges with innovative solutionsDesigned and optimized architectures, reducing latency and improving performance across multi-site environments	







Achievements

 Cisco DNAC Fast Track Created, developed and delivered the FAST Track program, accelerating customer adoption by 60% and ensuring seamless Cisco technology integration.	 Increased Service Sales Spearheaded initiatives that boosted service sales by 25-40% through scalable customer success frameworks and strategic client engagement.	 Optimized Team Performance Mentored and led teams, achieving a 2x improvement in output and fostering a culture of operational excellence and continuous learning.
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Education

North Carolina State University Masters of Business Administration • Technology Innovation	Raleigh, NC
Universidad de las Americas- Puebla Masters in Science • Electronic and Computer Networks Engineering	Puebla
Universidad de las Americas - Puebla Bachelor in Science • Electronic and Communications Engineering	Puebla

Certifications and Additional Skills

 Certifications CCNA, CCDA, CCNA-CD CCNP, CCDP CCSI, CCAI CCIE AWS Cloud Practitioner*	 Technical Expertise Advanced Routing (OSPF, BGP) Switching (MPLS, SVI, VLAN) Network Design Security Data enter	 Digital Marketing Skills Digital Strategy A/B Testing Google Digital Marketing Tools Meta Digital Marketing Tools SEO
 Presentation Skills Technical Workshops Delivery Executive-level Presentations Cross-Functional Collaboration Data-Driven Reporting Customer Engagement	 Computer Software Skills MS Office, Office 365 Excel, Word, PowerPoint, Visio Windows, Mac-OS Google Office Salesforce, CRM	 Other Skills People Management Team Leadership & Management Product Development Product Management Quality Assurance

Languages

English Native ●●●●●	Spanish Native ●●●●●	Italian Advanced ●●●●●
German Intermediate ●●●●●	Japanese Beginner ●●●●●	Portuguese Beginner ●●●●●

Passions

 Marathoner	 Cycling (Road & MTB XC)	 Tennis & Pickleball
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