

Camille E. Acey

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Summary

Experienced software industry professional producing satisfying customer experiences through:

- informed product development and maintenance,
- empowering technical documentation, and
- responsive customer support.

Recent Work Experience

Clubhouse Software, Inc. New York, NY August 2015 – present

Vice President, Customer Success (August 2016 - present)

- Clubhouse Software builds and maintains the project management tool, Clubhouse.
- With this promotion, I am now responsible for the supervision and expansion of Clubhouse customer support, documentation, sales, and marketing operations.
- I set high-level customer success and marketing strategies and I am part of the Product team.
- I oversee a small team of full-time and contract employees, and I am instrumental in hiring engineers, marketers and support staff.
- I conduct qualitative interviews with users and customers and gather quantitative usage data to inform the product roadmap.
- I work alongside engineers to implement new product features, provide timely bug fixes, and improve documentation for user self-service.

Customer Success Lead (August 2015 – July 2016)

- I managed the team's “all-hands” customer support queue, working with the engineers to diagnose and fix bugs, prioritize feature requests, and set the overall direction of the product.
- I maintained the user documentation as well as the public API documentation.
- I onboarded users, offered product demos via videochat, and conduct edon-site visits to better understand user needs and challenges.

Boundless (formerly OpenGeo) New York, NY October 2011 – July 2015

Manager, Customer Development and Partnerships (September 2014 – July 2015)

- With this promotion, I was given the dual responsibility of 1) examining and improving the general customer support experience for our open source enterprise geospatial software product, OpenGeo Suite, and 2) re-launching our partner program and substantially expanding our global partner network.
- I was also the founder of the Boundless Open Source Committee, responsible for increasing open source software community involvement and contributions, tackling community-related challenges, and promoting the health of all the communities that were crucial to the ongoing success of Boundless.

Sales Operations Specialist (March 2013 – August 2014)

- I worked with our CEO, COO, and project management team to track revenue, make sure projects were adequately resourced, foster internal communication, and ensure that accounts were successfully managed for customer retention and growth.
- I created and documented Sales Operations workflows, including pre-sales and post-sales activities, Salesforce functions, GSA schedule management, contract review, and bookkeeping tasks.
- I worked to pursue and coordinate strategic sales and technology partnerships.

Operations & Marketing Associate (October 2011 – February 2013)

- I tracked and managed all customer engagements, oversaw hiring efforts, established and maintained procurement vehicles, and promoted our brand at industry events.
- I was also part of the team that transitioned the company from a division of a 501(c)3 non-profit (OpenPlans, Inc.) to an independent VC-backed technology corporation.

Freelance Consultant

New York, NY

April 2011 – October 2011

- **Zemanta** – I blogged about best practices in blogging and startup business development for this technology startup, which harnesses the power of the semantic web.
- **FLOSS Manuals Foundation** - I worked with a small international team to promote their mission of creating openly-licensed and collaboratively produced manuals for open source software projects.
- **Question Copyright.Org** – I coordinated marketing and operations for this 501(c)3 organization, which provides practical education and advocacy around copyright law.

Euromonitor International

London, UK

June 2010 – April 2011

Consumer Market Research Analyst

- I researched and produced independent consumer reports about the Slovenian market for this leading international global research firm.

Education

University of California at Berkeley

Berkeley, CA

2001

B.A. Political Science

Columbia University

New York, NY

2001

Internship in Building Community (Certificate Program)

- I completed this six-week program focused on developing the interpersonal and organizational skills necessary to build and maintain working teams and communities.

Other Activities

Whose Knowledge?

Member, Advisory Board

June 2017 - present

The Ada Initiative

Member, Advisory Board

March 2014 – June 2015

Lefferts Community Food Cooperative

Board Member and Chair, IT Committee

March 2013 – June 2016