

William David Goodwin

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EDUCATION:

University of St. Thomas '18, Saint Paul, MN

Bachelor of Science in Business Economics, Minors in Catholic Studies and Psychology

GPA: 3.97 (Summa Cum Laude)

2017 – 2018 David Renelt Award Recipient:

Given to economics department senior with high intellectual curiosity, ethical principles, spiritual devotion, and displays congeniality.

RELEVANT EXPERIENCE:

Customer Success Manager, PTC

Senior

December 2021 - Present

Team Lead

April 2021 – December 2021

Specialist

January 2021 – April 2021

Associate

April 2019 – December 2020

- Acts as a trusted advisor by prioritizing customer initiatives and providing feedback to PTC to improve customer experience
- Navigates the PTC Ecosystem to form relationships within Customer Success, sales, product management, and services
- Protects and grows ARR by driving effective adoption, renewal, and expansion for a \$9.8M portfolio of customers
- Mentors and coaches CSMs on best practices, standard processes, and internal tools such as Knowledge Management
- Is relied on as a Subject Matter Expert for various best practices and improvements within the CSM organization
- Helps identify and implement process improvements and objectives to improve customer retention
- Collaborates with Rockwell Automation Partnership to improve RA CSM processes
- Helped develop direct reports by providing timely feedback and coaching, conducting formal performance reviews, and assisting employees with creating development plans.

Operations Support Analyst, Contract, Stay Well

June 2018 - January 2019

- Served as internal liaison to ensure diverse client needs were communicated across departments and met in a timely manner
- Created customized Microsoft Excel reports for multiple large-scale and Fortune 500 companies
- Trained individuals on vital company practices through use of video conferencing and creation of training materials

Consultant/Project Manager; Sustainable Communities Partnership, University of St. Thomas

2016 and 2018

- Created optimal solutions for cities of Elk River and Delano regarding their environmental and economic standards
- Advised PLACE, a sustainable and affordable housing organization, on attaining creative and cost-effective solutions
- Presented project findings to City of Delano City Council and PLACE executive director

Personal Care Assistant, Accurate Home Care

February 2017 - May 2018

- Exercised patience and understanding while assisting client with daily tasks to help provide a more comfortable life for client
- Navigated difficult conversations with the client and his family to ensure good of the client was being clearly pursued

Research Assistant for Depts. of Psychology and Economics, University of St. Thomas

May 2016 - May 2017

- Managed operations and procedures and created necessary materials for research studies on college baseball and gratitude
 - Wrote a technical research paper while employing organization, multi-tasking, and prioritization skills to meet deadlines
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SKILLS:

- Precision
 - Curiosity
 - Active Listening
 - Objectivity
 - Organization
 - Proactivity & Follow-through
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VOLUNTEER EXPERIENCE:

- Middle-School Basketball Coach (2018-2019)
- Homeless Outreach (2017 – 2018, present)
- Campus Ministry Retreat Leader (2015, 2017, 2018)
- Children's Hospitals (2015 - 2016)

PERSONAL INTERESTS:

- Sports Writing: [Bad Loser Blog](#)
- The Rocky Mountains
- Historical Fiction
- Waterskiing