

ALYSIA SHANAHAN-BELISLE

ENTERPRISE CUSTOMER SUCCESS | STRATEGIC ACCOUNTS | CUSTOMER OPERATIONS

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PROFESSIONAL SUMMARY

Enterprise Customer Success and strategic account leader with 15+ years of client-facing experience helping complex organizations retain, grow, and strengthen high-value customer relationships. Most recently owned approximately \$6.7M in annual portfolio revenue across roughly 20 national and global relationships within a broader 100+ client portfolio, with accountability spanning customer outcomes, service delivery, financial performance, retention, expansion, executive engagement, implementation, and escalations. People leader with experience leading 14 embedded team members and building repeatable operating rhythms, dashboards, workflows, and playbooks that improve visibility, accountability, and follow-through.

CORE COMPETENCIES

Enterprise Customer Success | Strategic Account Management | Customer Retention & Expansion | Executive Stakeholder Management | Customer Lifecycle Management | Executive Business Reviews | Customer Health & Risk | Escalation Management | Implementation & Change Leadership | Cross-Functional Program Leadership | People Leadership & Coaching | Process Improvement | Salesforce CRM | Financial & Operational Analysis | Proposals, Pricing & Contract Support

PROFESSIONAL EXPERIENCE

PINKERTON CONSULTING & INVESTIGATIONS | Associate Director, New England | May 2022 - August 2026

- Owned approximately \$6.7M in annual portfolio revenue across roughly 20 national and global relationships within a broader 100+ client portfolio, with accountability for customer outcomes, service delivery, financial performance, retention, expansion, customer health, and executive engagement.
- Led 14 embedded team members supporting three enterprise organizations; hired, onboarded, coached, evaluated, addressed performance and delivery issues, and aligned resources to customer priorities.
- Led the customer lifecycle from discovery and solution development through implementation, ongoing service delivery, business reviews, renewal support, expansion, and complex issue resolution.
- Built strategic account plans around stakeholder priorities, service performance, financial objectives, risks, and growth opportunities; translated evolving needs into proposals, pricing, agreements, implementation plans, and coordinated solutions.
- Led executive and operational business reviews covering outcomes, service quality, financial performance, risks, corrective actions, opportunities, and recommended next steps.
- Managed high-stakes escalations by mobilizing Operations, Finance, IS&T, Legal, Talent Acquisition, Recruiting, Deployment, Sales, Project Management, and global teams through resolution while maintaining clear executive communication.
- Used Salesforce, financial reporting, service trends, staffing information, pipeline data, and customer feedback to identify risk, prioritize work, support forecasting, and guide account decisions.
- Created repeatable trackers, workflows, playbooks, and communication cadences that improved visibility, ownership, follow-through, and consistency across a complex portfolio.
- Supported retention and expansion through consultative discovery, executive relationships, value-focused recommendations, pricing, proposals, MSAs/SOWs, and disciplined follow-through.

SAFETY-KLEEN, a Clean Harbors company | Corporate Account Support Lead | 2019 - 2022

- Supported complex national accounts including Walmart and FedEx Freight, Ground, and Express across geographically dispersed operations, coordinating onboarding, service delivery, escalations, reporting, and cross-functional follow-through.
- Managed key-account activity and customer information in Salesforce; partnered with IT to automate recurring reporting, reducing a four-to-six-hour monthly process to minutes.

W.B. MASON | Marketing, Merchandising & Vendor-Facing Roles | 2015 - 2019

- Managed B2B customer and vendor relationships across sales, marketing, finance, purchasing, and operations; investigated order, billing, inventory, and program issues and coordinated cross-functional solutions.
- Used sales and program data to identify discrepancies, clarify root causes, improve follow-through, and support customer-facing programs.

BLUE CROSS BLUE SHIELD OF MASSACHUSETTS | Senior Member Services Specialist | 2012 - 2015

- Supported complex employer and member relationships across benefits, claims, pharmacy, authorizations, and policy interpretation in a highly regulated healthcare environment.
- Resolved escalated and sensitive service issues with accuracy and empathy, building a foundation in customer advocacy, de-escalation, problem solving, and cross-functional navigation.

CONCURRENT ENTREPRENEURIAL EXPERIENCE

ACADEMY TRAVEL | Independent Travel Advisor (Part-Time 1099) | 2020 - Present

- Built and manage a referral-driven advisory business generating \$497K+ in lifetime sales through trusted relationships, repeat business, consultative recommendations, responsive service, and end-to-end customer ownership.

- Manage complex customer journeys from discovery and recommendations through booking, supplier coordination, issue resolution, and post-travel follow-up.

SELECTED LEADERSHIP IMPACT

- Recovered nearly \$1M in overdue receivables within six months by organizing data, aligning stakeholders, clarifying ownership, and driving issues through resolution.
- Built recurring operating rhythms and portfolio trackers that increased visibility into customer commitments, financial performance, risks, ownership, escalations, and next steps.

EDUCATION & PROFESSIONAL DEVELOPMENT

B.S., Business Management & Marketing, Fisher College | 2012

FBI Boston Citizens Academy Graduate (2025) | ASIS International | InfraGard | OutBio | Customer Experience Leadership (LinkedIn Learning, 2026) | Customer Success: Skills for Successful Client Interactions (LinkedIn Learning, 2026)

TECHNOLOGY

Salesforce CRM | HubSpot | Power BI | Microsoft 365 | Microsoft Dynamics 365 | AI-enabled productivity and workflow tools