Christopher Weimert

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PROFESSIONAL EXPERIENCE

HubSpot - Cambridge, Massachusetts   **January 2022 – October 2022**
Product Activation Rotational Program

- Piloted an internal program specializing in the activations of a new HubSpot product by interviewing users, optimizing processes and creating educational content for senior leaders of a product-led Go-To-Market team
- Consulted 80+ customers leading to an increase in ~40% product activation amongst those clients generating >5.2 million in Gross Payment Volume
- Conducted quantitative and qualitative research to influence product strategy by collaborating with analysts
- Built inbound automations using HubSpot as well as Zapier to streamline interactions with customers
- Created and analyzed product usage data reports using Looker to inform decisions

HubSpot - Cambridge, Massachusetts   **February 2020 – Present**
Senior Customer Support Specialist, Team Lead

- Resolved 7500+ customer queries covering marketing strategy, technical issues, onboarding and CRM set up
- Dedicated Support Representative for >15k MRR customers providing premium consultation and support
- Mentored dozens of Support new hires by providing technical support and strategic advice
- Named Q2 Global Support Team contest winner by exceeding 100% attainment for SQL Submission Target generating >8.2k closed MRR for the business
- Developed and launched Go-To-Market strategy for an internal application designed to streamline customer interactions by connecting pre-recorded videos to members of our Sales & Customer Success departments

Aerotek – Woburn, Massachusetts   **July 2019 – January 2020**
Clinical Research Recruiter

- Performed 5+ interviews a week to learn individual needs, wants and pain points and apply them to positions
- Generated ~435k in company revenue by exceeding metrics

SOFTWARE EXPERIENCE

- HubSpot
- Zapier
- Salesforce
- Looker
- Figma
- Amplitude
- Outreach
- JIRA

CERTIFICATIONS

- Reforge: Retention & Engagement
- Reforge: Pricing & Monetization
- Reforge: Product Management Foundations
- General Assembly: User Experience Research and Design
- HubSpot Academy: Frictionless Selling
- HubSpot Academy: Inbound Methodology
- HubSpot Academy: Growth-Driven Design

EDUCATION

University of New Hampshire - Durham, New Hampshire   **May 2019**
Bachelor of Arts: Communication - Specialization: Business Administration