

Meet our Customer Success Team!

Jessy, Tess, Marissa, and Julie talk Cuebiq, communication, and client satisfaction.

	JESSY	TESS	MARISSA	JULIE
What is the most important part of your job?	Client satisfaction. Not only for managerial reviews but also for my personal growth and pride. Ensuring that my clients find value in our products is my top priority.	To be a trusted partner to my clients. I communicate with clients regularly to understand how Cuebiq could better assist our clients to ensure they are seeing value.	Making my clients lives easier. I know my clients have a million things going on, so I work hard to ensure working with Cuebiq is easy and painless. I want to help our client, not add to their workload!	That clients recognize the true impact of their advertising campaigns and understand how their media is driving visits to their stores. Location is a powerful tool!
How do you ensure your clients have a positive experience with Cuebiq?	I always aim to respond to clients within 2 hours—and even 2 hours is long for me! I want to make their job as easy as possible and ensure that anything I can take off their plate, I do.	I make sure that our clients have a deep understanding of our products. This allows me to build trust and helps me identify opportunities for the client to get value from Cuebiq.	I try to be as reliable and responsive as possible—with over 25 clients that I work with every day, I work hard to make each one feel like they're my only client.	The location landscape can be nuanced and complex, so I make every effort to simplify our platform for my clients.
What is your favorite part of your job?	Being a Cuebiq expert. During my 4+ years here, we have been constantly innovating. Staying up to date with the offering keeps things fresh and gives me relevant updates to bring to my clients.	The people that I get to interact with daily. I have grown to really understand the business of my clients, and it makes my day when clients become our champions due to the trusted relationships we've built.	Problem solving —I love it! Working internally to coordinate between our operations team, engineering team, and finance is one of my skills! There's no better feeling than letting my client know we've solved their problem.	Constantly evolving and innovating. The location space has changed a lot over the past few years, and it's exciting to grow Cuebiq's product while continuing to offer the highest quality and privacy compliant data.
What makes you stand out as a CS team?	Efficiency. I always want to be the fastest rep my clients interact with. I never let that get in the way of accuracy though!	Organization. While juggling multiple clients and requests I always make note of the tiny details. I also think proactive communication is one of the most crucial parts of our job.	I'm always willing to jump in on new projects, new clients, or pick up the slack if someone needs help! We work seamlessly together as a team to ensure our clients have the best experience.	We create true partnerships —my clients know they can reach out to me at any time and get a fast response, whether it's an easy question or complicated request.
How would your friends or coworkers describe you?	I'm outgoing and up for anything! I have a knack for staying positive and energetic, which makes our day-to-day more fun.	Easy to work with and fun! I'm very spontaneous and always happy to jump in and lend a helping hand. I'm also pretty light-hearted and try to frame situations with a glass-half-full mentality.	I'm definitely the mom of my friend group! I'm always around to listen or give advice.	I love Cuebiq and I love my job! I'm always happy to jump in on any project and help out! To my friends, I'm laid back and easygoing. I always find the fun in any situation.

Want to be connected with the team? Reach out to customer-success@cuebiq.com.