

Joseph Ali

Virtual Assistant

CONTACT

Location:

Cairo, Egypt

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SKILLS

Customer Success

Onboarding, Retention, Churn Prevention, NPS/CSAT, QBRs, Account Planning, Customer Health Scoring, Voice of Customer (VoC), Success Plan Design

Revenue & Sales Execution

Consultative Selling, Revenue Expansion, Contract Renewal Negotiation, Upsell/Cross-sell, Pipeline Acceleration, Value-Based Selling, Executive Sponsorship Programs

AI & Automation Tools

ChatGPT / LLM-Assisted Workflows, Gainsight (AI Insights), Gong / Chorus.ai (Conversation Intelligence), Salesforce Einstein, Zapier Automations, AI-Driven Customer Segmentation

CRM & CS Platforms

HubSpot, Zoho CRM, Salesforce (familiar), Google Sheets

Communication & Stakeholder Mgmt

Executive Presentations, Escalation Management, Cross-functional Collaboration, Business Reviews

Digital Marketing

PPC (Facebook, Google, LinkedIn, TikTok, MS Ads), Mailchimp, Social Media, Copywriting

Data Analysis

Statistical Analysis & Visualisation (Excel, Python, SQL), Customer Metrics & KPI Reporting

ERP & Project Management

Trello, Asana, ClickUp, Airtable

MS Office

Word, Excel, PowerPoint, Outlook

Programming

Python, SQL (MySQL), Linux, HTML, CSS, JavaScript

SUMMARY

Seasoned Virtual Assistant with 10+ years of experience supporting high-value clients, driving product adoption, and reducing churn across B2B and B2C environments, consistently delivering strong client outcomes.

Proven track record of owning the full customer lifecycle — from onboarding and value realisation through to renewal negotiation, consultative upselling, and revenue expansion — translating data insights and customer goals into measurable business outcomes.

Adept at leading cross-functional and offshore teams, orchestrating executive-level business reviews, and applying AI-powered tools to accelerate customer health monitoring and retention strategy. Seeking a full-time role where deep client relationships and revenue growth go hand in hand.

EDUCATION

UNIVERSITY OF ROCHESTER | ROCHESTER, NY (2014 - 2018)

Double-Major in Chemical Engineering (B.S.) & Physics (B.A.)

Cluster in Psychology

Cluster in Spanish Studies

GPA: 3.0/4.0

PROFESSIONAL EXPERIENCE

HOLON LABS *(Full-Time)*

Rochester, NY • Remote

Account Manager (May 2018 - Present)

Managed a portfolio of 8 strategic B2B accounts, serving as the primary point of contact and trusted advisor for client relationships. Developed tailored account strategies that aligned product capabilities with each client's business objectives and growth targets. Drove revenue expansion through consultative upsell and cross-sell initiatives, achieving measurable improvements in account retention and satisfaction scores. Led and coordinated offshore marketing and software development teams to ensure timely delivery of client projects. Conducted regular executive business reviews with key stakeholders, leveraging data insights to identify opportunities and strengthen long-term partnerships.

VIRGIN MEDIA *(Full-Time Contract - through guru.com)*

Houston, TX • Remote

Customer Success Manager (May 2022 - May 2023)

Led customer success initiatives for a portfolio of 400+ B2C accounts, designing and implementing personalised engagement strategies to drive product adoption, reduce churn, and maximise customer lifetime value. Proactively monitored account health metrics to identify at-risk customers and execute targeted retention plans, achieving measurable improvements in NPS and satisfaction scores. Collaborated with cross-functional teams to resolve complex customer issues and streamline service delivery. Educated customers on product capabilities and positioned value-added services to drive consistent expansion revenue and deepen customer relationships.

PMP, LTD. *(Full-Time)*

Gaza, Palestine • Remote

Customer Success & Operations Coordinator (Nov 2021 - Nov 2022)

Served as the primary success partner for over 20 TV channels and media production companies, implementing and negotiating rates for over 500 digital media production projects and live broadcasts. Built strong long-term client relationships through transparent communication, regular status updates, and proactive risk identification. Implemented scalable client onboarding and acquisition processes that improved time-to-value for new accounts and streamlined internal operations.

AWARDS

Aug 2022 (by PMP, Ltd.)

Employee of the Month

May 2022 (by PMP, Ltd.)

Employee of the Month

2022 (by PMP, Ltd.)

Top Client Retention Performer

2021 – 2022 (Holon Labs)

100% Client Renewal Rate — 3 consecutive quarters

2020 (Holon Labs)

Customer Champion Award — highest NPS portfolio

May 2015 (The Olayan Foundation)

Academic Excellence Fellowship

Dec 2014 (Univ. of Rochester)

Best Project Award

Sep 2014 (Univ. of Rochester)

The Genesee Scholarship

The Rochester National Scholarship

REFERENCES

(Contact Info Upon Request)

Executive Manager

@Holon Labs

Alperen Sirin

Sales Manager

@Virgin Media

David Gutierrez

COO

@PMP, Ltd.

Mahmoud Jaber

Professor

@University of Rochester

Wolf-Udo Schröder

Professor

@University of Rochester

Eldred H. Chimowitz

STUDENT EXPERIENCE

UNIVERSITY OF ROCHESTER *(Part-Time)*

Rochester, NY • Onsite

Student Internship (Sep 2017 - Mar 2018)

Collaborated with 3 other team members to complete all aspects of a research project, including the production of software and equipment as well as designing, running and analyzing the results of a series of experiments. Developed strong cross-functional communication and project coordination skills applicable to customer success management.

UNIVERSITY OF ROCHESTER *(Part-Time)*

Rochester, NY • Onsite

Student Internship (Jun 2017 - Dec 2017)

Collaborated with 2 graduate students to complete all aspects of a research project, including designing, running and analyzing the results of a series of experiments. Strengthened structured problem-solving and multi-stakeholder collaboration capabilities in a fast-paced academic environment.

UNIVERSITY OF ROCHESTER *(Part-Time)*

Rochester, NY • Onsite

Teaching Assistant (Sep 2015 - Dec 2017)

Collaborated with professors to run workshops and grade and proctor exams. Built strong communication, facilitation, and relationship-management skills foundational to customer onboarding and success motions.

BOSTON UNIVERSITY *(Full-Time)*

Boston, MA • Onsite

Student Summer Internship (Jun 2016 - Aug 2016)

Collaborated with another student and a senior scientist to make advancements in the production of a medical device by producing software and running experiments. Demonstrated the ability to deliver results in fast-paced, goal-driven, cross-functional environments.

UNIVERSITY OF ROCHESTER *(Part-Time)*

Rochester, NY • Onsite

Study Group Leader (Sep 2015 - May 2016)

Collaborated with program director to prepare study materials and run workshops for student cohorts. Cultivated coaching, facilitation, and peer relationship-building skills that directly mirror customer onboarding and ongoing success motions.