

Devin Wielar

Joplin, MO | (417) 942-9253 | devin.wielar@gmail.com | [LinkedIn](#)

Customer success professional with a proven track record of exceeding KPIs, enhancing customer satisfaction, and driving revenue growth. Demonstrated expertise in identifying and advancing expansion opportunities within existing accounts, achieving 470% of the goal. Combines a commitment to customer advocacy with a history of operational excellence, strengthened by a disciplined background in the energy sector and military service.

Technical proficiencies:

Asana | AI Tools | Google Suite | HubSpot | JIRA | Looker | Microsoft Suite | Zorse

EXPERIENCE

Senior Customer Support Specialist

February 2022 – December 2024

HubSpot, Inc. | Remote

- Top performing specialist, recognized for attaining the highest CSAT score of 92% (vs. 85% goal).
 - Worked cross-functionally with Inside Sales and Customer Success to uncover 160 new qualified opportunities (470% to goal) within existing accounts, yielding \$35k MRR in closed-won deals.
 - Surpassed KPI's by resolving between 14 and 24 customer support per day (5,000+ total).
 - Analyze data and collaborate with the product team to uncover bugs, identify discrepancies in our written knowledge base, and find resolutions to mitigate churn risk.
 - Conducted 1:many peer enablement sessions on best practices for uncovering cross-sell, expansion and retention opportunities, resulting in 20+ new identified sales opportunities in FY24.
 - Nominated by leadership to serve as an "Internal Mobility Guide" for Support Specialists and partnered to create career ladders, provide networking guidance, and host pre-interview coaching for qualified candidates, resulting in six promotions from the Support team into strategic roles.
 - Assisted customers in boosting content output by 15% by educating them on effectively utilizing AI tools for creating blog posts, social media content, email copy, and marketing visuals.
-

ENERGY & MILITARY EXPERIENCE

Field Operator II | BJ Services | Rifle, CO

June 2019 – May 2020

Equipment Operator II | Basic Energy Services | Grand Junction, CO

April 2018 - April 2019

Level III Frac operator | TOPS Well Services | Grand Junction, CO

April 2016 - February 2018

Level I & II Frac Operator | Calfrac Well Services | Calgary, AB

November 2013 - April 2016

US Army National Guard | Field Artillery Tactical Data Systems Specialist

June 2007 - June 2013

EDUCATION

American Military University | Bachelor of Business Administration, International Business