



20+ Yrs Experience
Customer Success &
Product Operations
Leader

SKILLS

Strategic Partnerships
Customer Success Management
Team Leadership & Training
Product Operations
Data Analytics
Agile Process Improvement
GenAI Foundations

CONTACT

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WEBSITE

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EDUCATION

BACHELOR OF SCIENCE IT
MANAGEMENT FROM
WESTERN GOVERNORS UNIVERSITY
Expected May 2026

LANGUAGES

ENGLISH - PRIMARY
FRENCH
SPANISH

YOMBWE KOTATI

Sr. Customer Success & Product Operations Leader

Yombwe Kotati is a strategic global leader in Customer Success and Product Operations, proven mastery over 20+ years by driving transformative change across high growth technology organizations. His empathetic and data driven approach has generated over \$10,000,000 in business impact through operational excellence and innovative solutions.

Executive Leadership & Strategy

Yombwe combines a calm expertise with decisive execution, consistently collaborating with C-suite executives to formulate comprehensive customer transformation strategies. These strategies were meticulously designed to drive substantial multi-million dollar revenue growth and foster long term customer retention.

Yombwe is known for his ability to consistently deliver impressive results through insightful decision making processes, a steadfast commitment to continuous improvement and genuine authentic relationships with key stakeholders.

His impressive legacy encompasses the effective mobilization of diverse global teams on and off shore. Leading robust customer acquisition pipelines and managing client onboarding for Primerica. The systems his teams carefully constructed to consistently achieve exceptional levels of customer engagement, satisfaction (NPS 96%) and also contributing to strong financial performance are noteworthy and a marker for how his impact has supported Primerica to achieve it's growth targets. Yombwe's approach is characterized by his dedication to building a sustainable foundation for success that not only meets but often exceeds expectations.

PROFESSIONAL HISTORY HIGHLIGHTS

Built and managed teams of over 70+ contingent workers, implementing training initiatives that reduced support response times by 42%, achieving 99.8% service availability and generating \$1,800,000 in cost savings.

Directed onboarding processes that resulted in a \$520,000 year-over-year efficiency gain, lowered employee turnover by 35%, and boosted NPS scores by 22%.

Retained more than \$2,300,000 in annual revenue while delivering improved solutions for over 180,000 users, we strategically redesigned public facing user experiences, which helped my team manage the support ticket volume.

Delivered \$1,200,000 ROI through launching cross functional product feedback loops, driving priority features for successful product releases.

Spearheaded platform stability with major QA and DEV teams, reducing critical bugs by 40% and accelerating deployment cycles for mission critical updates.

My team successfully trained over 60 individuals, leading to an impressive \$3.2 million in annual savings. This was achieved while maintaining a 94% customer satisfaction rate and a 6-minute Mean Time To Resolution (MTTR) for our customer success representatives.

Led talent programs that reduced turnover by 60%, saving \$720,000 and developing a pipeline of 10 emerging leaders.

Drove \$1,500,000 in revenue increase by cross-training 300+ team members and boosting product feature adoption.

Managed \$2,800,000 product expansion and led three new initiatives that outpaced adoption targets by 27% through robust go-to-market execution.