Collen Kriel

Data Analyst

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Professional Summary

Data-driven professional with 4+ years of experience transforming datasets into strategic business insights, delivering $2.6M+ in measurable revenue growth. Proven expertise in statistical analysis, customer success analytics, and cloud computing solutions with Fortune 500 companies.

Technical Skills

Data Analysis: Excel, SQL, Python, Tableau, Statistical Analysis, KPI Tracking, Dashboard Creation
Cloud & DevOps: AWS, Kubernetes, DevSecOps, Cloud Computing
Business Intelligence: Data Visualization, Predictive Analytics, Trend Analysis, Report Creation
Project Management: Cross-functional collaboration, Process improvement, Solution development

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Professional Experience

GitLab

Senior Customer Success Manager | May 2023 - Apr 2025
- Drove $565K increase in net ARR through data-driven customer success initiatives, contributing to 130% company-wide net retention rate for fiscal 2024
- Analyzed customer performance data to track KPIs, identify growth trends, and develop retention strategies
- Led regional DevSecOps adoption initiatives, achieving 32% adoption rate improvement within 6 months for at-risk customers
- Created customer-facing DevSecOps materials and contributed technical content to webinars on vulnerability management workflows

Customer Success Manager | Sep 2022 - May 2023
- Increased net ARR by $2.1M across $6M book of business through proactive data analysis and customer health metric tracking
- Delivered 5 data-driven workshops, analyzing participant engagement metrics in Excel to measure 40%+ effectiveness improvement
- Developed 5-day developer onboarding program using customer usage analytics, now part of company's digital onboarding series
- Managed enterprise accounts with ARR ranging from $100K to >$1M across diverse industries

Enterprise Technical Account Manager | Jul 2021 - Aug 2022

- Guided 3 enterprise customers through AWS and Kubernetes infrastructure migrations, resulting in 25%+ platform usage increases
- Created detailed project plans with resource allocation tracking, ensuring 100% on-time delivery for technical migrations
- Analyzed system performance data to optimize scaled infrastructure architectures and improve stability metrics

Support Engineer | Dec 2016 - Jun 2021
- Resolved complex software issues for Fortune 500 companies through systematic troubleshooting and data analysis
- Analyzed support ticket patterns to identify resolution process improvements and reduce response times Collaborated with product teams using customer feedback data to drive feature enhancements

SiliconANGLE Media, Inc.

Freelance Senior Writer (Emerging Tech) | Oct 2014 - Feb 2018
- Boosted reader engagement by 40% through data-driven analysis of 6-8 weekly tech trend articles
- Researched and analyzed emerging technology market trends to create evidence-based content strategies

Mimecast

Partner Account Manager (Mid-Market) | May 2013 - Feb 2014
- Improved sales pipeline visibility by 18% through Excel-based partner performance tracking and analysis
- Drove revenue growth via strategic partnership data analysis and partner enablement programs

First Distribution

Senior Account Manager | Mar 2011 - May 2013
- Analyzed lead conversion data in Excel to optimize sales processes and improve pipeline visibility by 15%
- Managed partner relationships using data-driven approaches to track lead progression and closure rates

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Education & Certifications

Data Analytics - London School of Economics *(In Progress. Expected completion Nov 2025)*
Data Strategy: Leveraging Data as a Competitive Advantage - UC Berkeley Executive Education
Customer Success Manager ADVANCED Certified Professional - Pulse Academy by Gainsight
Full-Stack Web Development - CareerFoundry
Certificate in Internet Marketing - GetSmarter & University of Cape Town
Diploma in Sales Management - Varsity College