

Nykia Williams

Customer Success Manager | CRM (Salesforce) | Client Experience & Retention

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SUMMARY

Customer-focused professional with a track record of managing high-volume client relationships, resolving complex issues, and driving measurable retention outcomes in fast-paced SaaS and financial services environments. Managed a portfolio of 85 accounts and contributed to 14% company growth at Paylocity through consistent client retention, proactive account management, and product adoption support. Skilled at translating technical information into clear guidance for clients and improving team workflows using Salesforce CRM.

EXPERIENCE

Eligibility Specialist I — Florida Department of Children and Families | 2026 – Present

- **Case Management & Eligibility:** Conducted interviews and evaluated comprehensive applications to determine eligibility for crucial government assistance programs, including Food Assistance (SNAP), Medicaid, and Cash Assistance (TANF).
- **High-Volume Data Processing:** Managed a high-volume electronic caseload under tight, state-mandated deadlines, ensuring precise data entry and system navigation within computerized eligibility databases.
- **Financial Verification & Computation:** Analyzed, verified, and computed complex financial and family status data to accurately authorize monthly government assistance benefits in strict compliance with state and federal regulations.
- **Client Communication & Advisory:** Guided diverse clients through the application process, clearly explaining complex program policies, required documentation, deadlines, and benefit calculations while delivering compassionate customer service.
- **Compliance & Fraud Prevention:** Maintained flawless electronic files and communication logs; systematically audited documentation to identify discrepancies and report suspected cases of identity theft or public assistance fraud.
- **Adaptability & Policy Mastery:** Rapidly learned and applied continuously evolving state and federal program regulations, maintaining high accuracy rates amidst frequent policy updates.

Account Manager II — Paylocity

2023 – Present

- Managed a portfolio of 85 SMB and mid-market accounts, serving as the primary point of contact for all payroll and HR platform needs across phone, email, and chat
- Contributed to 14% company growth by retaining and expanding client relationships through proactive outreach, issue resolution, and product adoption coaching
- Identified at-risk accounts early and implemented targeted retention strategies, reducing churn risk and increasing long-term client value
- Logged and tracked 100% of client interactions in Salesforce, enabling consistent follow-through and cross-team visibility on open issues

- Reduced repeat inquiry volume by surfacing recurring client pain points and contributing documented process improvements adopted by the broader team
- Supported new client onboarding, ensuring smooth platform adoption and reducing time-to-value through structured walkthroughs and best-practice coaching
- Maintained KPIs including CSAT, response time, and resolution rate, consistently meeting or exceeding targets in a high-volume environment

Benefits & Retirement Specialist — Bank of New York Mellon (via Aston Carter)

2022 – 2023

- Handled 100+ daily client inquiries regarding retirement plans, pension distributions, and benefit elections, maintaining accuracy under high-volume conditions
- Translated complex financial and tax information into clear, actionable guidance — measurably reducing client confusion and follow-up call volume
- Coordinated payment tracking and issue resolution across multiple pension plans, ensuring compliance with financial regulations and data security standards
- Navigated multiple internal platforms simultaneously to support efficient case resolution and thorough documentation

LEADERSHIP & ADDITIONAL EXPERIENCE

- Security Manager — supervised a team of 12 across 3 locations; owned scheduling, performance feedback, and day-to-day operations
- Team Lead, Nordstrom Rack — coached sales floor team, supported performance goals and productivity
- Team Lead, Uniqlo — managed retail operations including staff training and customer experience execution
- Interim Graphic Designer — delivered visual assets for a production project under tight deadlines
- Neighborhood Council Contributor — supported community coordination, communications, and event logistics

EDUCATION & SKILLS

EDUCATION

University of Maine Presque Isle
Bachelor of Science in Marketing

CERTIFICATIONS & TRAINING

Salesforce CRM — Trailhead
<https://trailblazer.me/id/nwilliams22>

CORE SKILLS

- Customer Success
- Salesforce CRM
- Account Management
- Client Retention & Onboarding
- Escalation Handling
- Process Improvement
- Cross-functional Collaboration
- Data Tracking & Reporting
- CSAT / KPI Management
- SaaS Platforms
- Excel
- Written & Verbal Communication

