

Irit Eizips

CEO at CSM Practice

San Francisco, CA, US

Customer Success strategy and technology services

Biography

Irit Eizips is the Chief Executive Officer of a high growth customer success consulting firm, CSM Practice. Her firm helps companies initiate, validate and optimize Customer Success programs. The firm offers strategy and technology services to optimize productivity, proactivity and scalability for customer success teams. Typical results include a decrease in churn and optimization of upselling and cross-selling opportunities. The firm's technology services include CSM systems, Salesforce, and Business Intelligence projects for customer success and account management teams. Irit Eizips brings a unique perspective to Customer Success which is drawn from her experience working with a variety of business models, industries and customer success maturity levels. Irit is highly active in as a contributor and thought-leader in the Customer Success community. She frequently publishes blogs and contributes to books about the topic. It is therefore no surprise that Irit has been consecutively voted as a top Customer Success influencer in social media for the past few years and is frequently invited to speak at conferences and Customer Success public events. Irit has an engaging, dynamic and highly energetic style of content delivery, which makes her sessions extremely popular.

Industry Expertise

Business Services, IT Services/Consulting, Management Consulting, Professional Training and Coaching

Areas of Expertise

Customer Success Business Intelligence, Salesforce

Education

San Jose State University

MS Accountancy

The Academic College of Tel-Aviv, Yaffo

Bachelor's Degree Bachelors of Arts in Economics and Management

Accomplishments

TOP 100 Customer Success Strategists of 2017 (Mindtouch)

We've handpicked the Top 100 most influential minds in customer success. This downloadable report will help you discover the movers and shakers whose insight and advice will help you grow your business and transform your customers into brand advocates.

The A-List: Customer Success (Amity)

Frequently updated and always on point, the A-List is a snapshot of what's happening in the world of Customer Success.

Top 100 Customer Success Influencers 2016 (Bluenose)

With this year's list, SuccessHacker partnered with Bluenose, MindTouch, Gainsight, ServiceRocket and WalkMe to recognize the individuals in Customer Success who are educating the community, sharing best practices and evangelizing all things Customer Success. Claim your copy of the list today and connect with the Top Influencers and thought leaders in the Customer Success industry.

The Top 1000 Customer Success Influencers in 2015 (Mindtouch)

We've handpicked the Top 100 most influential minds in customer success. This downloadable report will help you discover the movers and shakers whose insight and advice will help you grow your business and transform your customers into brand advocates.

50 to Follow: Top Influencers in Customer Success for 2014

The Frontleaf 50 to Follow is a list of the movers-and-shakers in the world of Customer Success. This list recognizes the innovators who are pioneering the best practices, building the enabling technologies, and educating the industry on all things Customer Success.

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