

Arron Lloyd

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Customer Success | Client Engagement | Communication & Behavior Specialist

Story-driven communicator specializing in simplifying complex ideas and influencing user behavior through clear, engaging messaging. Strong background in psychology, performance, and audience communication.

PROFESSIONAL EXPERIENCE:

Neuroencoding Institute, NY/Remote

Oct 2022-Present

Client success | Engagement Specialist

- Designed and delivered communication frameworks that improved client clarity, engagement, and decision-making
- Translated complex psychological concepts into simple, user-friendly messaging for diverse audiences
- Delivered presentations to 300+ individuals, optimizing message clarity and retention
- Supported client enrollment and engagement efforts contributing to program revenue growth.
- Analyzed audience responses to refine communication strategies and improve outcomes

Real Estate Salesperson, NY, NY

July 2015-Oct 2022

- Generated over **\$10.6M in sales volume** through consultative client relationships and solution-based selling
- Simplified complex financial and transactional information for clients, improving understanding and decision-making
- Built trust through clear, transparent communication, increasing client confidence and conversion
- Guided clients through multi-step processes, reducing friction and confusion

SKILLS:

- Client Onboarding & Engagement
- Customer Retention & Relationship Management
- Communication & Training
- Consultative Selling
- CRM & Virtual Tools (Zoom, Google Workspace)

EDUCATION:

Bachelor Degree Fine Arts University of Connecticut