

# Jane Doe

Customer Success Co-Ordinator

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## Summary

Results-driven Customer Success Co-Ordinator with 5+ years of experience in driving customer satisfaction, retention, and growth. Proven track record of consistently exceeding customer health scores, Net Promoter Scores (NPS), and Customer Satisfaction (CSAT) metrics. Skilled in conflict resolution, upselling/cross-selling, and stakeholder management.

## Experience

**Customer Success Co-Ordinator** Jan 2020 - Present  
**ABC Corporation** New York, USA

Co-ordinated customer onboarding, training, and support for 500+ clients across multiple industries, resulting in a 25% increase in customer retention and a 30% increase in upsell/cross-sell revenue.

- Developed and executed personalized customer success plans to drive customer health scores, NPS, and CSAT metrics
- Collaborated with cross-functional teams (sales, marketing, product) to identify and address customer needs and pain points
- Conducted regular business reviews, quarterly reviews, and executive-level meetings to ensure customer satisfaction and identify growth opportunities
- Resolved customer complaints and escalated issues, achieving a 95% resolution rate and a 20% decrease in customer churn

**Customer Support Specialist** Jun 2018 - Dec 2019  
**DEF Startups** San Francisco, USA

Provided multi-channel support (phone, email, chat) to 1000+ customers, resolving 90% of issues on first contact and achieving a 92% customer satisfaction rate.

- Responded to customer inquiries, troubleshooting technical issues, and providing product/services information
- Utilized conflict resolution skills to de-escalate customer complaints, resulting in a 25% reduction in customer escalations
- Collaborated with internal teams to identify and implement process improvements, resulting in a 15% reduction in average handling time (AHT) and a 10% increase in first contact resolution (FCR) rate

## Skills

Customer Success  
Conflict Resolution  
Communication  
Project Management  
Data Analysis  
Salesforce  
Microsoft Office  
Time Management  
Team Collaboration

## Languages

English	Native
Spanish	Intermediate

## Strengths

**Customer-Centricity**  
Ability to understand and address customer needs, resulting in increased customer satisfaction and retention

**Problem-Solving**  
Effective conflict resolution and problem-solving skills, resulting in reduced customer escalations and increased first contact resolution rates

**Communication**  
Excellent verbal and written communication skills, resulting in effective stakeholder management and collaboration with cross-functional teams

**Adaptability**

Ability to adapt to changing customer needs, priorities, and environments, resulting in increased customer health scores and NPS metrics