John Smith

Director of Customer Success

✉ john.smith@email.com 📞 123-456-7890
📍 San Francisco, CA 🌐 website.com/johnsmith
in linkedin.com/in/johnsmith 🔖 portfolio.com/johnsmith

SUMMARY

Results-driven Director of Customer Success with 8+ years of experience driving revenue growth, improving customer satisfaction, and leading high-performing teams. Proven track record of achieving 25% YoY revenue expansion and 95% customer retention rates through strategic account management, process optimization, and data-driven decision making.

EXPERIENCE

Director of Customer Success

CloudTech Inc.

Lead a team of 12 Customer Success Managers, responsible for a $10M revenue portfolio, serving 500+ customers across the globe.

📅 Jan 2018 - Present 📍 San Francisco, CA

- Developed and executed strategic account plans, resulting in 30% revenue growth and 95% customer retention
- Built and maintained strong relationships with C-level executives, driving 25% increase in upsell and cross-sell opportunities
- Analyzed customer health metrics, identifying areas for improvement and implementing process enhancements that reduced churn by 20%
- Collaborated with cross-functional teams to launch new product features, resulting in 40% adoption rate and 25% increase in customer engagement
- Managed a $1.5M budget, achieving 15% cost savings through process optimization and resource allocation

Senior Customer Success Manager

SaaSolutions LLC.

Managed a portfolio of 100+ customers, generating $2.5M in revenue, with a focus on upsell, cross-sell, and customer retention.

📅 Jun 2015 - Dec 2017 📍 New York, NY

- Developed and executed account plans, resulting in 20% revenue growth and 90% customer retention
- Conducted regular business reviews, identifying areas for improvement and implementing solutions that increased customer satisfaction by 15%
- Collaborated with sales teams to identify new business opportunities, resulting in 10% increase in new logo acquisition
- Analyzed customer feedback, identifying trends and areas for product improvement, and worked with product teams to implement changes
- Mentored and trained junior Customer Success Managers, resulting in 25% increase in team performance and 15% reduction in churn

PROJECTS

Customer Success Platform Implementation

Project Lead

📅 Jan 2020 - Jun 2020

Led a team to implement a customer success platform, resulting in 30% reduction in manual effort, 25% increase in customer engagement, and 15% improvement in customer health metrics.

Gainsight • Salesforce • Tableau

SKILLS

Customer Success Strategy

Account Management

Leadership and Team Management

Data Analysis and Interpretation

Communication and Presentation

Project Management

Technical Skills: Gainsight, Salesforce, Tableau, SQL, Python

LANGUAGES

English ●●●●○

Spanish ●●●●○

EDUCATION

Bachelor of Science in Business Administration

University of California, Berkeley

📅 2008 - 2012 📍 Berkeley, CA

Business Administration • 3.5

Masters in Business Administration

University of Pennsylvania

📅 2012 - 2014 📍 Philadelphia, PA

Business Administration • 3.8

CERTIFICATES

Customer Success Certification

📅 2016

🏛 Customer Success Association

Completed a comprehensive customer success certification program, demonstrating expertise in customer success strategy, account management, and leadership.

Data Analysis Certification

Customer Health Scorecard Development

Project Lead

📅 Jul 2019 - Dec 2019

Developed a customer health scorecard, resulting in 20% improvement in customer retention, 15% increase in upsell and cross-sell opportunities, and 10% reduction in churn.

Tableau • SQL • Python

📅 2018

🏛 Data Analysis Institute

Completed a data analysis certification program, demonstrating expertise in data analysis, interpretation, and visualization.

STRENGTHS

Strategic Thinking

Ability to develop and execute strategic plans, driving revenue growth and customer satisfaction.

Leadership and Team Management

Proven ability to lead and manage high-performing teams, driving results and achieving goals.

Communication and Presentation

Excellent communication and presentation skills, with ability to effectively communicate with customers, teams, and stakeholders.