



John Doe

VP of Customer Success

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SUMMARY

Results-driven VP of Customer Success with 10+ years of experience in driving customer satisfaction, retention, and revenue growth. Proven track record of leading high-performing teams and implementing strategic initiatives that yield impressive results.

EXPERIENCE

VP of Customer Success Jan 2018 - Present
Customer Success Inc. New York, NY

Leading a team of 20+ Customer Success Managers to drive customer satisfaction, retention, and revenue growth.

- Developed and executed a customer success strategy that resulted in a 25% increase in customer retention and a 30% increase in revenue growth
- Built and managed a high-performing team of Customer Success Managers, with a 95% employee satisfaction rate and a 25% increase in team productivity
- Collaborated with cross-functional teams to launch new products and features, resulting in a 40% increase in customer engagement and a 20% increase in sales
- Implemented a data-driven approach to customer success, using metrics such as NPS, CSAT, and churn rate to inform strategic decisions

Director of Customer Success Jun 2015 - Dec 2017
SuccessHub Inc. San Francisco, CA

Led a team of 10+ Customer Success Managers to drive customer satisfaction and revenue growth.

- Developed and executed a customer success strategy that resulted in a 15% increase in customer retention and a 20% increase in revenue growth
- Built and managed a high-performing team of Customer Success Managers, with a 90% employee satisfaction rate and a 15% increase in team productivity
- Collaborated with cross-functional teams to launch new products and features, resulting in a 25% increase in customer engagement and a 15% increase in sales
- Implemented a customer feedback loop, resulting in a 20% increase in customer satisfaction and a 10% increase in customer retention

EDUCATION

MBA 2010 - 2012
Harvard University Cambridge, MA
Business Administration 3.8/4.0

BA 2006 - 2010
Stanford University Stanford, CA
Psychology 3.5/4.0

PROJECTS

Customer Success Platform 2019 - 2020
Project Lead

Developed and launched a customer success platform that resulted in a 25% increase in customer engagement and a 15% increase in revenue growth

Python • JavaScript • HTML/CSS

SKILLS

Customer Success
Leadership
Strategic Planning
Communication
Data Analysis
Python
JavaScript
HTML/CSS

LANGUAGES

English Native
Spanish Fluent

CERTIFICATES

Customer Success Certification 2018
Customer Success Association
Certified Customer Success Professional

AWARDS

Customer Success Award 2019
Customer Success Association
Awarded for outstanding contributions to the field of customer success

STRENGTHS

Strategic Thinking
Ability to develop and execute strategic plans that drive business results

Leadership
Ability to lead and manage high-performing teams

Communication
Ability to effectively communicate with customers, stakeholders, and team members

HOBBIES

Reading
Hiking

Customer Feedback Loop

2018 - 2019

Project Lead

Developed and implemented a customer feedback loop that resulted in a 20% increase in customer satisfaction and a 10% increase in customer retention

Python • JavaScript • HTML/CSS