

FIRSTNAME LASTNAME

City, State | 6**-***-**** | email@gmail.com | www.linkedin.com/in/linkedin-name

CUSTOMER SUCCESS MANAGER (Your Desired Job Title)

6+ years of experience leading enterprise-wide customer success initiatives, driven Net Promoter Score (NPS) by over 50 basis points, Reduced churn rate by 30%, and onboarded over 5,000 clients across 4 products worth over \$ 7 million.

EXPERIENCE

Customer Success Coordinator | Freshbooks

Mar 2024 - Present

Project Scope: Led the onboarding of Freshbooks to 100+ business clients, driving user adoption by 85% and revenue.

- Analyzed requirements from over 100 clients to streamline the onboarding steps, resulting in a 90% user adoption
- Collaborated with 5 Developers and QA by reporting over 15 defects identified during client onboarding, reducing incidents by 20%
- Action verb (lead, analyzed, document) of what you did, how/why you did it (by using JIRA, Figma), what the measurable outcome was (e.g., 30% reduction in Cost, Increased revenue by \$ 1 million)
- Action verb (lead, analyzed, document) of what you did, how/why you did it (by using JIRA, Figma), what the measurable outcome was (e.g., 30% reduction in Cost, Increased revenue by \$ 1 million)

Business Analyst | XYZ Company

Sep 2022 – Nov 2023

Project Scope: Action word (e.g., Led, Drove) X Initiative for Y customers that led to Z Impact for the organization

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SKILLS

- Business Requirements (BRD)
- Data Analysis (SQL, Excel)
- Data Visualization (Tableau)
- Stakeholder Alignment
- Process Mapping (Visio)
- Gap Analysis
- Cost Benefit Analysis
- Wireframing (Figma)
- Project Management (Scrum)

EDUCATION

- Ivey Business School
 - Master in Global Business Management
- Covenant University
 - Bachelor of Science in Accounting

CERTIFICATIONS

- Certified Scrum Master (CSM)
- Certified Business Analyst Professional (CBAP)