

# Jordan Smith

Certified Customer Success Manager

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Customer Success Manager with 7+ years of experience, adept in enhancing customer retention by 30% and driving growth. Expert in developing engagement strategies and using CRM tools. Proven leadership in cross-functional teamwork, coupled with strong communication and problem-solving skills.

## EXPERIENCE

### TechSolutions Inc., Austin, TX

July 2018 - Present

Senior Customer Success Manager

- Primary role: Oversaw customer success operations, focusing on maximizing client satisfaction and product engagement.
- Elevated client retention by 35% through strategic relationship management of over 60 key accounts.
- Led overhauling the customer onboarding process, slashing customer churn by 50%.
- Partnered with the product team to funnel customer feedback into 3 significant product enhancements, directly aligning product development with client needs.

### Innovatech LLC, Dallas, TX

May 2016 - June 2018

Customer Success Manager

- Primary role: Focused on optimizing client experiences and relationship management for a portfolio of 40+ accounts.
- Secured a 98% satisfaction rate through targeted customer service strategies and proactive client engagement.
- Initiated and conducted bi-weekly product training webinars, boosting active user rates by 25%.
- Resolved customer issues efficiently, contributing significantly to the company's top Net Promoter Score (NPS) of 75.

## EDUCATION

### University of Texas at Austin

August 2012 - May 2016

Bachelor of Business Administration in Marketing

Graduated with Honors with a GPA of 3.7.

## CERTIFICATIONS

### Certified Customer Success Manager (CCSM)

Certification highlighting expertise in customer success management strategies and practices.

### HubSpot Service Hub Software Certified

Certified proficiency in using HubSpot's Service Hub software for customer relationship management.

## SKILLS

Technical Skills: Advanced CRM Knowledge | Data Analytics | Project Management Tools

Soft Skills: Effective Communication | Strategic Planning | Empathetic Client Relations | Teamwork

## PROFESSIONAL MEMBERSHIPS

- American Association of Inside Sales Professionals (AA-ISP)
- Customer Success Association (CSA)

## PERSONAL INTERESTS

- Tech Enthusiast: Keen interest in emerging technologies and industry trends, attending local tech meetups.
- Reading: Avid reader of books on business strategy and customer relationship management.
- Community Engagement: Led a successful customer feedback initiative for a local non-profit, applying professional skills to a philanthropic cause.