

Robert Smith

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Lead Customer Success Manager

SUMMARY

Organized, results driven project manager aimed to exceed customer and stakeholder needs. Experienced in cross-departmental communication, time-line management and leveraging customer feedback to deliver exceptional products and workflow. Highly analytical, detail oriented and data focused.

SKILLS

Project Management, Account Management, Business Intelligence,.

WORK EXPERIENCE

Lead Customer Success Manager

ABC Corporation - April 2015 - June 2016

- Operated effectively in a matrix organization to manage and propel top 100 insurance companies in the US and Canada.
- Worked in 4 member team to effect strategic growth for client portfolio generating 94% of revenue.
- Drove data management, standardization and scalability across sales verticles and departments.
- Developed and executed tactical sales initiatives utilizing data analytics and business intelligence.
- Fostered client relationships, created scalable workflows and optimized client processes.
- Led software integrations, managing client expectations, internal developmental resources and project timelines.
- Conducted pilot studies and prepared ROI analyses employing client provided data and internally developed statistical methodologies.

Customer Success Manager

ABC Corporation - 2014 - 2015

- Responsible for 1,500 unique client accounts across three industries and territories.
- Operated cross-functionally with Sales, Community, Engineering, Marketing, Training and Business Development.
- Used Salesforce, Jira, SocketLabs, Open Market, Localeze, WebEx, Logmein, Google Apps platforms.
- Created, marketed, and hosted industry- and non-industry specific webinars; held open Office Hours within Lithium community forum.
- Ensured that deliverables consistently met clients strategy, generated revenue, and drove the account forward based on client objectives; provided prompt and trustworthy service in a timely manner.
- Managed the overall client relationship by consistently setting and delivering upon client expectations; used predetermined internal metrics to evaluate success and lower attrition rates; led Customer Success value added service upsells quarter over quarter.
- This is Dummy Description data, Replace with job description relevant to your current role.

EDUCATION

BS in Biology - (University of North Carolina at Chapel Hill - Chapel Hill, NC)