

Customer Success Manager

ROBERT SMITH

Phone: (123) 456 78 99
Email: info@qwikresume.com
Website: www.qwikresume.com
LinkedIn:
[linkedin.com/qwikresume](https://www.linkedin.com/qwikresume)
Address: 1737 Marshville Road,
Alabama.

Objective

Energetic, self-driven, medical/surgical assistant and sales rep, with twelve years of clinical experience. Ability to increase and expand sales with an in-depth product and procedure experience within company policies and guidelines. Excellent communicator, with proven strengths in account management with the ability to interface and influence at multiple organizational levels, including presentations that are concise, compliant, ethical and persuasive.

Skills

Salesforce, Zendesk, Pardot, Illustrator.

Work Experience

Customer Success Manager

Vivint Solar - September 2015 - 2019

- Manage Residential Solar accounts from the point of sale, through to install and to the point of Operation.
- Work closely with Sales and Operations leadership to manage a budget of \$30,000-\$80,000 per account.
- Responsible for coordinating efforts with local operations in the state of MA, covering installation, electrical work, inspections and service visits.
- Integral member of the team in working on Key Accounts with Leadership throughout the Sales, Operations and Corporate Organizations throughout the company.
- Manage and maintain good relationships and ensure a high level of customer service with accounts in designated region.
- Entrusted with handling escalated situations regarding Legal, Media, BBB and other circumstances that puts the company at risk.
- Recognized as a top performer by the executive team in a Customer Experience dept.

Customer Success Manager

RINGCENTRAL - 2011 - 2015

- Charlotte, NC 2016-2016 Industry leader in SaaS cloud-based business phone systems.
- Staffs over 1000 personnel.
- Customer Success Manager Serve as the direct support function to RingCentrals most valued and high-profile Enterprise customers.
- Function as a critical piece of Ringcentrals land and expand efforts.
- Liaise as a point person for Ringcentrals Enterprise customers and interface and orchestrate internal efforts with acquisition, implementation, and technical support.
- Strategically positioned as a subject matter expert and all around resource for servicing high profile clients needs..
- This is Dummy Description data, Replace with job description relevant to your current role.

Education

Management - (Salem Hills High School)



Kevin Nathan

CUSTOMER SUCCESS MANAGER

SUMMARY

My passion is understanding people and then helping them succeed. Be it with family, friends or clients - I do everything I can to understand them and help them be happier.

EXPERIENCE

Customer Success Manager

OpenText Nov 2020

As a Customer Success Manager I have to undertake the following responsibilities:

- Establish Customer Support Practices
- Provide Technical and Product Support
- Supervise Employees

Head of Partnerships

Orange Solutions Aug 2020 - Present

In charge of all partnership activities - from first contact on to solving everyday issues.

Key Account Manager

TN Security Software Nov 2019 - Mar 2020

I am responsible for expanding into the Nordic Region, negotiating deals with international clients and taking care of our existing customers in Estonia

Project Manager

Excel Solutions Apr 2018 - Apr 2019

I was responsible for taking care of my customer base, identifying opportunities to increase sales, prospecting and closing new customers

Head of Customer Success

Newly Tel Feb 2016 - Mar 2018

For the first year I was a Customer Success Manager, implementing and managing all B2B clients. The last year I was promoted to the Head of Customer Success where I managed a small customer success team in addition to everything else that I did as a customer success manager.

EDUCATION

Sales and Customer Support

San Jose State University Jan 2016 - Present

Studying in an online university about sales and customer support

Business Management

Northeastern University Jan 2012 - Jun 2012

Studied 1 semester abroad to learn Business Management

SKILLS

Empathy

Enthusiasm

Optimism

Understanding People

Self Improvement

Communication

Onboarding Customers

Conducting Product Demos

Customer Success
Management

LANGUAGES

English

French

Arabic

German

CONTACT

✉ info@resumekraft.com

📞 202-555-0120

📍 Chicago, Illinois, US

🌐 [linkedin.com/resumekraft](https://www.linkedin.com/company/resumekraft)