



Jenna Sanders

Motivated recent MBA graduate with a focus on business management. Highly organized with project management skills. Skilled and educated in delivering excellent customer experiences with attention to relationship and conflict management. Currently pursuing a master's degree in business administration with a focus on management.

Professional Experience

Customer Success Manager

Skill Studio, San Jose, CA August 2020 - April 2021

- Initiated and fostered ongoing customer relationships, achieving a retention rate of 95%
- Practiced conflict management strategies through anticipating and resolving conflicts, listening to customers and observing behaviors to identify the best possible solutions
- Researched and analyzed business and industry trends to best inform customer experience strategies, contributing to a customer satisfaction rate of 97%
- Communicated with customers to complete onboarding, set attainable goals, and resolve any assistance or project needs

Key Skills

- Project management
- Organization
- Leadership and management
- Computer skills (MS Office, Google Docs, Outlook)
- Communication
- Conflict management
- Customer experience

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Education

Master of Business Administration
Stanton University, Garden Grove, CA
September 2018 - Ongoing

Delivered guest lectures to undergraduate classes on business and human management strategies.

Coursework completed:

- Operations Management
- Organizational Conflict Management
- Consumer Behavior

Bachelor of Arts in Business Administration

Stanton University, Garden Grove, CA,
September 2012 - June 2016

Final project won an award in a national business student competition and was featured in the university newspaper.

Coursework completed:

- Marketing
- Quantitative Theory
- Accountancy
- Economic Principles
- Financial Management
- Human Management

Professional Experience

Customer Success Manager

Ironics Systems, Seattle, WA | July 2014 - May 2021

- Researched market and industry trends to develop new customer experience strategies. Developed a new referral campaign that boosted customer retention to 95% and created a 40% gain in new clients over one year.
- Managed customer onboarding and fostered over 40 ongoing customer relationships by communicating appropriate goals and expectations, delivering on positive outcomes, and acting as a lead point of contact.
- Trained and led a team of 12 other customer success managers and representatives.
- Perform ongoing analysis of customer accounts to anticipate any conflicts or opportunities and resolved any conflicts to maintain a customer satisfaction score of 97%.

Education

Bachelor of Arts in Business Administration

University of Washington, Seattle, WA | September 2010 - June 2014

Coursework completed:

- Marketing and business development
- Information systems
- Salesforce management
- Accountancy
- Interpersonal communication
- Financial management
- Human management

Abby Holt

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Highly skilled customer success manager with experience in managing a large number of customer accounts while maintaining a high level of customer satisfaction. Focus on sales and business development while promoting quality and long-term customer relationships. Experienced in leading teams of customer success managers and representatives. Expert in customer experience, conflict resolution, and interpersonal communication.

Key Skills

- Project management
- Business and industry knowledge
- Leadership and management
- Computer skills (MS Office, Google Docs, Outlook)
- Communication
- Conflict management
- Customer experience and relationship

SADIE O'NEILL

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EDUCATION

Bachelor of Design

New York University, New York, NY
September 2007 - June 2011

KEY SKILLS

- Creating KPIs for support teams
- Kajabi, Braintree, Stripe, and PayPal fluency
- Creative problem solving
- Empathetic to challenging customer issues
- Admin-level understanding of multiple CRMs

Highly experienced customer success manager working in B2C membership businesses. Efficient in handling challenging customer cases, using data collected to improve customer experience and internal processes. Implemented new platforms and onboarded team members, providing ongoing support.

PROFESSIONAL EXPERIENCE

Customer Support Agent

Fabuloot, New York City, NY | April 2008 - August 2013

- Maintained exceptional relationships with new and existing customers via email and telephone
- Adhered to KPIs and reported to team leader during monthly team meetings
- Responded to positive and negative customer feedback
- Sought out new sales opportunities
- Contributed to new product ideas using experience with customers' pain points

Customer Success Team Leader

Boxamo, San Francisco, CA | August 2013 - January 2017

- Reported KPIs in monthly stakeholder meetings
- Handled escalated and complex customer cases with a personalized service
- Trained team members on new procedures with ongoing support
- Created streamlined procedures with the head of customer success for increased customer satisfaction
- Used customer feedback to enhance existing products and services offered

Head of Customer Success

Boxamo, San Francisco, CA | January 2017 - Present

- Managing a team of 10 agents
- Liaising with the CX team and marketing, creating a seamless experience
- Assisting with challenging and difficult client interactions
- Implementing efficient, personalized customer care procedures to increase satisfaction levels by 34% in 6 months
- Exceptional communication with brand continuity via Telegram, email, live chat, and social media