

# JOHN PROFESSIONAL

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## SUMMARY

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I am a motivated and creative customer success professional, championing the voice of customers in cross functional teams for two years. As such, the goal is to provide intuitive products and services to our target customers. Additionally, communicating to our community and keeping our customers engaged is at the forefront of my responsibilities.

## EXPERIENCE

### ABC ASSOCIATES

#### CUSTOMER SUCCESS MANAGER..... April 2020 - Present

- Spearheaded the building of a feedback loop dashboard between managers and team members growing the team satisfaction in the bi-annual survey by 50%.
- Increased customer feedback rate from 8.9 to 9.9 resulting in lowering of customer churn to under 5% in Q3 2022.
- Authored a research document on the customer personas for our top 20 customers which helped the marketing team increase marketing qualified leads by 20%.

### ACME INC.

#### CUSTOMER SUPPORT ..... April 2019- February 2020

- Hosted 5 lunch and learns each quarter between developers and customers lowering churn by 30% on average over 6 months.
- Assisted in running 4 training sessions each month from Q3 2019 helping grow the team's knowledgebase.

## SKILLS

### Hubspot

- Created email campaigns for dormant account activations and led to a 5% revenue expansion from dormant accounts.

### Microsoft Office suite

- Use of Excel for data modeling and identifying trends to raise the customer satisfaction score and communicate the value of the platform to their employees.

## EDUCATION

### MASOMO UNIVERSITY

2015-2019

Bachelor of Commerce