

JOHN PROFESSIONAL

professionalj@gmail.com, +25470400404, www.linkedin.com/a-b-c, Nairobi

SUMMARY

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

- Identify and iterate on the customer persona in collaboration with the sales team, bumping the upsell rates to over 40%.
- Grow engagement in our Facebook community resulting in the number of followers moving to 30,000 from 5,000.
- Trained 8 customer success associates, reducing our response rates by 2 hours as a result which accelerated our net promoter score to 85%.

ACME INC.

CUSTOMER SUPPORT April 2019- February 2020

- Briefed the manager on expansion opportunities within the customerbase which led to a 15% growth in cross-sell rates for products in the suite.
- Drove the “Share with” feature adoption among the customers, this in turn grew the lifetime value of customers in this target vertical by 6 months.
- Use of Hubspot for email campaigns to educate customers on how to use the platform to empower their employees minimizing churn to less than 3%.

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

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