

JOHN PROFESSIONAL

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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

- Achieved service quality rating of 9.5 which grew the referral revenue in Q2 2020 by 25%.
- Created guidelines for graphic content representations which served to maintain the company's brand identity.
- Created 4 video tutorials for frequently asked questions in Q3 2022 which reduced the number of support tickets raised by 30% from the previous quarter.

ACME INC.

CUSTOMER SUPPORT April 2019- February 2020

- Re Lowered first response time from 1 hour to 30 minutes which increased the customer satisfaction survey from 89 to 94 from Q1 to Q2 of 2019
- 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

Bachelor of Commerce