

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

- Sourced and implemented a new customer experience software to automate post-sign up touchpoints which resulted in an increase in email open rates from 25% to 38%.
- Launched a growth plan targeting inactive accounts which resulted in 125k in monthly recurring revenue from this segment of users in Q3 2022.
- Led the team to retention forecast accuracy within 2% of the actual in Q4 2022.

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.
- Instrumental in pushing the company to hold 3 knowledge building seminars in the third quarter which grew the sales pipeline by 56%.

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