

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

- Curated a list of top 20 “wow” customer stories and contributed to increasing the upsell revenue from 2 million to 6 from Q1 to Q2 2021.
- In Q3 of 2021, my team resolved 95% of tier-1 support tickets in 8 hours an improvement from the previous 24 hours.
- 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

- Successfully onboarded 12 new customers in Q4 2019 and supporting the sales team surpass their close rate by 15%.
- 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