

## **Gulzhan Nurpeisova - Customer Success Manager**

### **Contact:**

Email: gulzhan.nurpeisova@example.com

### **Summary:**

Customer Success Manager with a proven ability to build strong relationships with clients and drive customer satisfaction. Experienced in managing accounts, providing personalized support, and helping customers achieve their goals. Focused on maximizing retention and minimizing churn.

### **Skills:**

- Customer Relationship Management
- Onboarding & Training
- Account Management
- Customer Feedback Analysis
- CRM Tools (Salesforce, HubSpot)

### **Professional Experience:**

- **Customer Success Manager**, ClientConnect Ltd.  
Managed key accounts and implemented retention strategies, reducing churn by 20% and increasing customer lifetime value.
- **Customer Support Specialist**, SupportNow  
Provided exceptional customer support, helping clients effectively use software solutions and resolve issues promptly.

### **Education:**

Bachelor's in Business Management, Eurasian National University