JANE DOE

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PROFESSIONAL SUMMARY

Customer success manager with 6 years managing enterprise and mid-market SaaS portfolios up to $5.2M ARR. Improved gross retention, expansion, and product adoption through onboarding redesign, health scoring, QBRs, and executive stakeholder management.

SKILLS

Customer Success: onboarding, adoption, QBRs, success plans, renewal management, churn prevention, expansion
Metrics: NRR, GRR, ARR, logo retention, health score, NPS, CSAT, time-to-value
Tools: Gainsight, Salesforce, Zendesk, Pendo, Looker, customer playbooks

EXPERIENCE

B2B SaaS Company
Customer Success Manager Feb 2021 - Present

- Managed 58-account portfolio representing $5.2M ARR, improving gross revenue retention from 91% to 96% through risk reviews and success-plan discipline.
- Created onboarding playbook that reduced median time-to-value from 41 days to 26 days for new mid-market customers.
- Drove $740K expansion ARR by identifying usage growth, building executive business cases, and partnering with sales on renewal timing.
- Led QBR program focused on adoption, business outcomes, and next-quarter priorities, increasing executive attendance by 34%.

Customer Operations Company
Implementation Specialist Jun 2018 - Jan 2021

- Guided 120+ customer implementations through setup, training, and go-live readiness with a 97% on-time launch rate.
- Documented recurring onboarding blockers and partnered with product to simplify permissions setup for admin users.

SELECTED PROGRAMS

Executive Renewal Review
- Built quarterly renewal-risk review for top 25 accounts, combining adoption, support sentiment, business outcomes, and expansion timing.

EDUCATION

Public University, Bachelor of Science in Business Administration May 2018