

Presentation of Qualifications

CLIENT NAME

Client Success Manager / Account Manager

101 Main Street * Everytown, Georgia 30000
Cellular (555) 123-4567 * sampleclient@gmail.com

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CLIENT SUCCESS MANAGER / ACCOUNT MANAGER

*RELATIONSHIP BUILDING / ACCOUNT MANAGEMENT / PROJECT MANAGEMENT
TEAM BUILDING / ORGANIZATION*

Exceptional client success manager skillfully managing a significant book of business of diverse industries. Extensive experience consistently earning the trust of clients through deep product knowledge, intellectually honest conversations, a strong sense of urgency and a remarkable focus on client success. Instrumental as a trusted strategic partner guiding the development of multi-year roadmaps, and proactively engaging sales teams resulting in increased product adoption. Proficient project manager, regularly receiving recognition for exceeding project goals ahead of schedule and under budget.

CAREER HIGHLIGHTS & ACHIEVEMENTS

- **Driving force** in working collaboratively with clients, analysts and support leadership thereby reducing open support cases by 30%. Identifying, researching and resolving clients' issues, followed by consecutive years of a consistently lower backlog.
 - **Rated** 4.7 out of 5 for the past 4 years by clients for outstanding customer service. Has maintained 100% client retention in the last 7 consecutive years.
 - **Generated** \$228K in revenue after taking over a client's account by educating the client on the critical needs for implementing changes to address ongoing performance issues. The client promptly made the purchase after having resisted the purchase for 2 years.
 - **Spearheaded** multiple system upgrade projects in addition to CSM role, allowing company to avoid \$20K in additional costs. Initiated and hosted weekly meeting for CSMs to discuss and determine best case practices, developing checklists and templates, and mentoring new CSMs.
 - **Outstanding** advocate for clients, taking the time to understand their goals, and matching their sense of urgency in resolving issues. Effectively building the case for prioritizing fixes and escalating internally, when necessary, to ensure timely resolution of issues.
 - **Invested** in the success of new hires and transitioned CSMs through mentoring, and developing checklists and
 - **Recognized** by ABC's CEO with 'MVP Award', multiple recipient of the 'Builder Award', and the 'Life Changer Award'.
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ENDORSEMENTS

"I've had the pleasure of working with Client Name. She is an outstanding person that any organization would be fortunate to have as an employee. She has a heart for the customer and delivers exemplary customer service. Just ask her customers. She goes above and beyond her job description of Customer Success Manager. If I were starting a new company, I would build my customer support/client success team around Suzanne."

John Doe, ABC Company Executive

"You have always looked out for us, kept us informed, and gave us advice truthfully whether popular or not. I feel you have always had our back, are trustworthy, honest, proactive, and mindful. ABC is a better company for having you as an employee."

Jane Doe, IT Director, QRS Enterprises

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PROFESSIONAL EXPERIENCE

2006 - Present ABC Company, Anytown, GA

Client Success / Account Manager

- Advanced upgrades and optimizations addressing physician burden and quality measures to improve performance and increase clinician usability.
- Accountable for the success of post-sales customer relationship and experience with Allscripts, building trust, guiding development of the strategic roadmap and driving value realization.
- Proactively monitor client account activity and compile a support dashboard including an analysis of trends. Maintain regular meetings with key client contacts and IT leadership to review dashboards and make recommendations that ensured customer success through improved performance and efficiencies.

Customer Advocate / Project Manager

- Build and maintain customer relationships, understanding their needs, concerns, and priorities, then being their advocate within the organization to ensure the proper outcomes.
- Assist customer in transition from implementation of products to support of products, provide proactive communication and act as point of escalation.

Program Manager / Executive Assistant

- Interpreted monthly data and identified improvement opportunities for certification, compliance to requirements and deployment to customers. Coordinated sessions with business units to identify improvement plans and evaluate progress.
- Managed the AA and BB inbox, triaging customer and internal requests, working with multiple business units to prepare proper response and obtain problem resolution in a timely manner.

2004 - 2006 Owner/Project Manager, XYZ Inc., Anytown, GA

- Founded an independent business providing quality products and services for home remodeling and interior decorating. Retained repeat business by continually delivering quality products and services.
- Created project schedules, defined scope, gathered requirements and determined project budget with client's approval. Coordinated with subcontractors to meet deadlines and exceed client expectations.

1993 - 2004 Advanced Business Analyst/Project Manager/Leader, ZZZ Data, Inc., Anytown, GA

- Directed multiple system implementations simultaneously, including conducting end-user training and providing account support. During implementations, identified problems, diagnosed causes and determined corrective actions in a timely fashion to prevent schedule slippage or increased costs.
 - Utilized critical persuasion, scheduling, and staff motivation to maximize limited personnel resources consisting of employees and contractors from multiple satellite locations.
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EDUCATION Bachelor of Science, Best University, Anytown, MA

Bachelor of Science Program, Next Best University, Anytown, VA

TECHNICAL Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Salesforce, BillTrust, Outlook, Visio, SAP, Microsoft SharePoint