

Aisha Mohammed

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SUMMARY

Results-driven Customer Success Manager with over 5 years of experience in optimizing customer journeys and driving product adoption. Proven track record of enhancing customer satisfaction and retention rates through targeted strategies and effective communication.

EXPERIENCE

Senior Customer Success Manager

Jan 2022 - Present

Tech Solutions, Inc., Seattle, WA

- Increased customer retention by 25% over one year through proactive engagement and personalized support.
- Led a cross-functional team to implement a new onboarding program that reduced time-to-value by 40%.
- Utilized Salesforce and Gainsight to track customer health metrics, leading to a 15% increase in upsell opportunities.

Customer Success Specialist

Mar 2019 - Dec 2021

Innovatech Corp., Bellevue, WA

- Achieved a 90% customer satisfaction score by implementing feedback loops and enhancing support resources.
- Developed training materials and webinars that improved product usage among customers by 35%.
- Managed a portfolio of 50+ accounts and consistently exceeded quarterly renewal targets by an average of \$200,000.

Customer Support Representative

Jun 2017 - Feb 2019

Dynamic Services, LLC, Renton, WA

- Resolved customer inquiries with a 95% satisfaction rate, contributing to overall team performance.
- Streamlined support processes that reduced average response time by 30%.
- Participated in regular training sessions to enhance product knowledge and customer interaction skills.

EDUCATION

Bachelor of Science in Business Administration

May 2018

University of Washington, Seattle, WA • GPA: 3.7

SKILLS

Technical Skills: Customer Relationship Management (CRM), Data Analysis, Customer Journey Mapping, Project Management

Tools & Frameworks: Salesforce, Gainsight, Zendesk, Microsoft Office Suite