

Aisha Patel

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SUMMARY

Dynamic Senior Customer Success Manager with over 7 years of experience in driving customer retention and satisfaction for SaaS companies. Proven track record in leading high-performing teams and implementing customer success strategies that resulted in a 30% increase in net retention rates.

EXPERIENCE

Senior Customer Success Manager

Jan 2022 - Present

Tech Innovations Inc., San Francisco, CA

- Increased customer satisfaction scores from 75% to 92% within one year through targeted training and engagement initiatives.
- Led a team of 5 CSMs to achieve a 40% reduction in churn rate by implementing personalized customer success plans.
- Utilized Salesforce and Gainsight to track customer health metrics, enabling proactive outreach and support.

Customer Success Manager

Jun 2018 - Dec 2021

Cloud Solutions Ltd., Austin, TX

- Achieved a 25% increase in upsell opportunities by developing strong relationships with key accounts.
- Streamlined onboarding process, reducing average onboarding time from 6 weeks to 3 weeks, improving time-to-value for customers.
- Conducted quarterly business reviews that drove customer engagement and satisfaction.

Customer Support Specialist

Jul 2015 - May 2018

Digital Services Co., Los Angeles, CA

- Resolved customer issues efficiently, achieving a 95% first-contact resolution rate.
- Improved customer support documentation, leading to a 20% reduction in repetitive inquiries.
- Collaborated with product teams to provide customer feedback influencing product development.

EDUCATION

Bachelor of Science in Business Administration

May 2018

University of California, Berkeley, Berkeley, CA • GPA: 3.7

SKILLS

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

Tools & Frameworks: Salesforce, Gainsight, Zendesk, Tableau