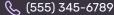
# **Emily** Clark

Senior Customer Success Manager



#### CONTACT



mily.clark@email.com

O Austin, TX



# 🖿 EDUCATION

# **Bachelor of Science in Computer Science**

University of Texas at Austin Graduated May 2016

#### **Certifications**

- · Certified Customer Success Manager (CCSM) - Customer Success Association (2021)
- · AWS Certified Solutions Architect -Associate - Amazon Web Services (2018)



LinkedIn: /in/emilyclark



#### **PROFESSIONAL SUMMARY**

Experienced Senior Customer Success Manager with a strong technical background in SaaS solutions. Adept at translating complex technical concepts for non-technical customers, ensuring successful product implementation, and offering tailored solutions to enhance product adoption.



# 🚔 EXPERIENCE

# **Senior Technical Customer Success** Manager

2020 - Now

BlueWave Technologies, Austin, TX

- Work directly with technical teams and customers to implement complex software solutions, ensuring successful onboarding and adoption across multiple industries.
- · Provide hands-on technical support during the integration process, reducing customer churn by 20%.
- · Collaborate with engineering to resolve escalated technical issues, delivering solutions within 24 hours to maintain client satisfaction.
- Conduct training sessions for technical staff and customers on new product features and best practices.
- Create technical documentation and resources that reduced support ticket volume by 35%.

#### **Customer Success Manager (Technical** Focus)

2016 - 2020

ByteTech Solutions, Austin, TX

- · Worked with the product team to design and deliver customized solutions for customers with specific technical needs.
- · Trained customers on advanced technical features of the product, leading to a 40% improvement in product usage rates.
- · Managed the technical support and troubleshooting processes, ensuring customers received timely and accurate solutions to their issues.

# SKILLS

SaaS Solutions	****
Technical Troubleshooting & Support	****
Product Onboarding & Training	****
CRM Tools (Salesforce, Zendesk)	****
Customer Success Metrics & Analysis	****
Cross-Functional Collaboration	****