



## Customer Success Account Manager

# Josephine Meadows

### Professional summary

Results-driven Customer Success Account Manager with over 9 years of experience in managing client relationships and driving product adoption. Expertise in developing strategic plans to ensure customer satisfaction and retention. Proven ability to identify upsell opportunities and enhance customer engagement.

### Experience

#### Customer Success Account Manager

March 2021 - Now

Salesforce / Austin, TX

- Manage a portfolio of 30+ mid-market accounts, ensuring high levels of customer satisfaction and retention through regular check-ins and strategic business reviews.
- Collaborate with sales and support teams to identify customer needs and provide tailored solutions, resulting in a 20% increase in upsell opportunities.
- Develop and execute onboarding plans for new customers, achieving a 95% satisfaction rating during the onboarding process.

#### Customer Success Manager

January 2018 - February 2021

HubSpot / Cambridge, MA

- Served as the primary point of contact for assigned accounts, facilitating product adoption and driving engagement through personalized training sessions and resources.
- Implemented customer feedback mechanisms to gather insights on product usage, leading to recommendations that improved product features and usability.
- Collaborated with cross-functional teams to develop and deliver tailored marketing strategies that increased customer ROI and satisfaction levels.

#### Account Manager

June 2016 - December 2017

Zendesk / San Francisco, CA

- Managed a diverse portfolio of enterprise-level clients, ensuring alignment with their customer service goals and facilitating ongoing product training.
- Developed and maintained strong relationships with key stakeholders, leading to a 25% increase in customer retention rates.
- Analyzed account usage data to identify trends and present actionable insights during quarterly reviews, resulting in enhanced customer satisfaction.

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### Education

#### Bachelor of Arts in Business Administration

University of Texas at Austin

Graduated: May 2016

#### Customer Success Manager Certified (CSMC)

Professional Certification from the Customer Success Association

Obtained May 2021

#### Certified ScrumMaster (CSM)

Scrum Alliance

Obtained August 2019

### Skills

CRM Software:

Salesforce, HubSpot, Zendesk



Data Analysis Tools:

Microsoft Excel, Tableau



Project Management

Tools: Asana, Trello



Communication Tools:

Slack, Zoom, Microsoft Teams

