

Professional Experience

Customer Success Manager

Ironics Systems, Seattle, WA | July 2014 - May 2021

- Researched market and industry trends to develop new customer experience strategies. Developed a new referral campaign that boosted customer retention to 95% and created a 40% gain in new clients over one year.
- Managed customer onboarding and fostered over 40 ongoing customer relationships by communicating appropriate goals and expectations, delivering on positive outcomes, and acting as a lead point of contact.
- Trained and led a team of 12 other customer success managers and representatives.
- Perform ongoing analysis of customer accounts to anticipate any conflicts or opportunities and resolved any conflicts to maintain a customer satisfaction score of 97%.

Education

Bachelor of Arts in Business Administration

University of Washington, Seattle, WA | September 2010 - June 2014

Coursework completed:

- Marketing and business development
- Information systems
- Salesforce management
- Accountancy
- Interpersonal communication
- Financial management
- Human management

Abby Holt

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Highly skilled customer success manager with experience in managing a large number of customer accounts while maintaining a high level of customer satisfaction. Focus on sales and business development while promoting quality and long-term customer relationships. Experienced in leading teams of customer success managers and representatives. Expert in customer experience, conflict resolution, and interpersonal communication.

Key Skills

- Project management
- Business and industry knowledge
- Leadership and management
- Computer skills (MS Office, Google Docs, Outlook)
- Communication
- Conflict management
- Customer experience and relationship