

Sarah Johnson

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Profile

- Solution-focused Certified Customer Success Manager with over eight years of experience in SaaS. Specializes in identity verification and fraud prevention. Develops strategic success plans that align with customer needs and business goals. Leverages Salesforce to gain analytical insight into customer behavior and drive sustainable growth.

Education

- Bachelor of Science (B.S.), Business Administration | UNIVERSITY OF CALIFORNIA SAN DIEGO, San Diego, CA | June 2014

Certifications

- Salesforce Associate Certification, Trailhead, 2020
- Certified Customer Success Manager (CCSM), SuccessCOACHING, 2016

Key Skills

- Customer relationship management
- Data analysis
- Negotiation and persuasion
- Product feedback loop
- Project management
- Relationship building

Professional Experience

CUSTOMER SUCCESS MANAGER | VIRTUNET, REMOTE | JULY 2021 – PRESENT

- Serve as the primary escalation point for clients facing operational issues and manage over 40 accounts
- Connect with sales team regularly to align on account strategy and customer needs
- Maintain a 95% customer satisfaction score through targeted success strategies
- Establish a regular review cadence with customers to discuss account health and goals
- Streamlined the communication and escalation process, reducing resolution time by 40%
- Facilitate cross-functional calls and status meetings to ensure project coordination and team communication

CUSTOMER SUCCESS MANAGER | IDENTIX SYSTEMS, SAN DIEGO, CA | JUNE 2015 – MAY 2021

- Delivered SaaS identity verification and fraud prevention solutions, managing approximately 30 customers at a time
- Collaborated with product and software engineering teams to relay customer feedback
- Ensured continued partnership with current customer base, managing the renewal of contracts valued at over \$10 million
- Anticipated client needs and concerns, handling escalations with a focus on retention
- Leveraged data analytics to identify at-risk accounts and reduced customer churn by 25% over a four-year period
- Created and regularly updated individual success plans for each assigned customer