

Cameron Malfara

Entry-level Customer Success Manager

Hard-working customer success manager with a proven track record for reducing case resolution times and elevating customer satisfaction ratings. Knowledge of multiple customer communication platforms. Known for diligent reporting and empathetic nature.



CONTACT



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LinkedIn | Portfolio



Minneapolis, MN 12345

EDUCATION

Bachelor of Arts, (B.A.), Marketing
University of Minnesota, Minneapolis,
MN
December 2018

KEY SKILLS

- Communication
- Complex problem-solving
- Conflict management
- Critical thinking
- Empathy
- Interpersonal skills
- Time management

PROFESSIONAL EXPERIENCE

Customer Success Manager | Apex Solutions, Minneapolis, MN
June 2020 - Present

- Engage with customers by live chat, email, phone, and social media
- Manage company online reviews, addressing complaints with proactive messaging, raising review star ratings from 3.8 to 4.3 in one year
- Streamline customer handling processes
- Seek new sales opportunities with existing customers by promoting complementary services, increasing sales penetration rate by 27%

Customer Support Representative | ABC Pest Control Services, Minneapolis, MN
March 2019 - May 2021

- Field customer calls for service and address requests for proposals
- Suggest quarterly pest control programs, boosting sales of programs by 15% during the first three months of employment
- Reply to customer feedback in a prompt and transparent manner