



Taylor Smith

Entry-Level Customer Success Manager

CONTACT



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LinkedIn | Portfolio



City, State, ZIP code

EDUCATION

Bachelor of Science in Business Administration

State University, City, ST
May 2021

ABOUT ME

Motivated, entry-level Customer Success Manager with internship experience designing onboarding programs for SaaS clients. Skilled in live chat support, account setup, and basic CRM administration, with a 90% customer satisfaction rating during internship tenure.

PROFESSIONAL EXPERIENCE

Customer Success Intern | June 2022 - August 2022
CloudOps Inc., Remote

- Guided 25 new customers through onboarding, achieving a 90% satisfaction score on post-training surveys.

Created and maintained a knowledge-base wiki, reducing support tickets by 15%.

Customer Support Specialist | September 2021 - May 2022
RetailTech Co., City, ST

- Responded to 50+ customer inquiries daily via chat, email, and phone with an average 2-hour resolution time.
- Trained three new hires on CRM usage and communication best practices.

CERTIFICATIONS

- Salesforce Certified Administrator | June 2022