

Marie Sanders

SMB Account Manager

SMB account manager with six years of experience serving small-to-mid-market clients in cloud services. Skilled at bundling solutions, budget planning, and customer success. Increased SMB segment revenues by 75% in two years.

CONTACT



(123) 456-7890



email@example.com



LinkedIn | Portfolio



Austin, TX

KEY SKILLS

- SMB bundling
- Budget planning
- NPS improvement
- Churn reduction
- Upsell campaigns

EDUCATION

Bachelor of Business Administration
University of Texas at Austin ,
Austin, TX , May 2014

PROFESSIONAL EXPERIENCE

SMB ACCOUNT MANAGER | CLOUDEASE, AUSTIN, TX
MARCH 2017 – PRESENT

- Manage 200+ SMB clients, generating \$8 M in ARR
- Create bundled service packages, boosting attach rates by 50%
- Lead quarterly success workshops, improving NPS from 60 to 75

CUSTOMER SUCCESS REP | CLOUDEASE, AUSTIN, TX
JANUARY 2015 – FEBRUARY 2017

- Delivered onboarding and training for 150 clients, reducing churn by 20%
- Assisted in upsell campaigns, contributing \$500K incremental revenue
- Handled support escalations to maintain a 95% satisfaction rate

CERTIFICATIONS

- Certified Customer Success Manager (CCSM) , SuccessHACKER, July 2016