

JM

Jordan Miller

Customer Onboarding Specialist

CONTACT



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LinkedIn | Portfolio



City, State, ZIP code

EDUCATION

Bachelor of Science in Information Systems | City University, City, ST | May 2016

ABOUT ME

Customer Success Operations Manager with 5 years of experience optimizing processes and tooling for CSM teams. Proven ability to implement automation that reduced manual tasks by 60% and improved data accuracy across customer dashboards.

PROFESSIONAL EXPERIENCE

ONBOARDING SPECIALIST | CLOUDSTART, CITY, ST
JULY 2018 - PRESENT

- Designed tailored onboarding plans, boosting 90-day product adoption by 35%.
- Hosted 100+ group webinars, achieving a 92% attendee satisfaction rate.
- Coordinated with product and support teams to resolve setup issues within 24 hours.

IMPLEMENTATION COORDINATOR | DATAFLOW SYSTEMS, CITY, ST
JANUARY 2016 - JUNE 2018

- Managed the setup for 50+ mid-market customers, meeting all go-live deadlines.
- Developed step-by-step guides that reduced support tickets during onboarding by 25%.
- Conducted post-implementation surveys, driving continuous improvement initiatives.