


MJ

CONTACT

 (123) 456-7890

 morgan.johnson@example.com

 LinkedIn | Portfolio

 City, State, ZIP code

EDUCATION

- Master of Business Administration (MBA)
May 2014
Metro University, City, ST

Morgan Johnson

Director of Customer Success

Director of Customer Success with 10+ years' experience scaling teams and programs for high-growth SaaS. Expert at building processes that drive 40% higher health-score visibility and 20% faster onboarding.

PROFESSIONAL EXPERIENCE

Director of Customer Success | April 2019 - Present
ScaleUp Tech | City, ST

- Scaled the CSM team from 5 to 25, reducing average onboarding time by 20%.
- Implemented health-score dashboards adopted by 100% of accounts, boosting early risk detection by 40%.

Senior Customer Success Manager | January 2015 - March 2019
GrowthWare | City, ST

- Led strategic reviews for VIP clients, maintaining a 98% satisfaction rate.
- Introduced playbooks that cut time to first value by 30%.

CERTIFICATIONS

- Project Management Professional (PMP), June 2018