







Casey Davis

Enterprise Customer Success Manager

Enterprise Customer Success Manager with 7 years' experience in Fortune 500 SaaS. Delivers operational excellence with 25% faster deployment and 50% fewer SLA breaches.

CONTACT

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-  City, State, ZIP code

EDUCATION

Bachelor of Science in Information Systems
Tech University, City, ST May 2013

PROFESSIONAL EXPERIENCE

Enterprise CSM | May 2017 - Present
GlobalCloud, City, ST

- Streamlined implementation program, reducing deployment time by 25%.
- Decreased SLA breaches by 50% through cross-functional playbooks.

Customer Success Manager | June 2013 - April 2017
TechPartners, City, ST

- Managed 200+ enterprise accounts across APAC and EMEA.
- Achieved 90% renewal rate by tailoring success plans to regional needs.

CERTIFICATIONS

- Lean Six Sigma Green Belt, May 2016