

RA

Riley Anderson

Technical Customer Success Manager

CSM with 5 years' experience in technical enablement, reducing support tickets by 40% and boosting feature adoption by 50%. Skilled at API integrations and in-product training.

CONTACT



(123) 456-7890



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LinkedIn | Portfolio



City, State, ZIP code

EDUCATION

Bachelor of Science in Computer
Science Tech Institute

City, ST | May 2016

PROFESSIONAL EXPERIENCE

TECHNICAL CSM | DEVTOOLS INC., CITY, ST
OCTOBER 2018 – PRESENT

- Launched in-product training modules that cut support tickets by 40%.
- Drove 50% higher feature adoption through custom API workshops.

IMPLEMENTATION SPECIALIST | CODEEASE, CITY, ST
JUNE 2016 – SEPTEMBER 2018

- Conducted 100+ API integration projects with a 98% success rate.
- Authored technical guides and FAQs, reducing onboarding issues by 30%.