



JORDAN MILLER

Senior Customer Success Manager

City, State, ZIP code | (123) 456-7890 | jordan.miller@example.com | LinkedIn | Portfolio

PROFILE

Senior Customer Success Manager with 6 years' experience reducing churn and leading success teams for enterprise SaaS. Expert at data-driven strategies that cut churn from 12% to 5%.

PROFESSIONAL EXPERIENCE

Senior Customer Success Manager

EnterpriseCloud, City, ST | July 2018 - Present

- Reduced customer churn from 12% to 5% by implementing proactive health checks.
- Managed escalations for 100+ enterprise accounts, improving NPS by 15 points.

Customer Success Manager

WebScale Inc., City, ST | May 2015 - June 2018

- Launched customer advocacy program, leading to a 20% increase in referrals.
- Mentored three junior CSMs, all of whom achieved promotion within 12 months.

EDUCATION

Bachelor of Science in Communications

State University, City, ST | May 2015

CERTIFICATIONS

- SuccessCOACHING CCSM Level 2, June 2021