



Cameron Moore

Professional Customer Success Manager

CSM with 4 years of experience in SMB SaaS, managing 200+ accounts and maintaining a 97% renewal rate. Skilled in journey mapping, feedback loops, and cross-sell strategies.

CONTACT



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LinkedIn | Portfolio



City, State, ZIP code

EDUCATION

Bachelor of Science in Marketing
State College, City, ST
May 2016

PROFESSIONAL EXPERIENCE

- Customer Success Manager, SMBCloud, City, ST**
March 2018 – Present
 - Managed 200+ SMB accounts, achieving a 97% renewal rate.
 - Launched quarterly check-ins that increased expansion revenue by 18%.
- Account Coordinator, CloudStar, City, ST**
May 2016 – February 2018
 - Supported 80+ accounts by coordinating product training and troubleshooting.
 - Drove a 12% upsell by identifying feature gaps during QBRs.