

# Alex Brown

## Sales-Focused Customer Success Manager

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## Profile

Customer Success Manager with 3 years' experience in SaaS, specializing in upsell strategies and renewals. Proven track record of driving 25% upsell growth and sustaining a 95% contract renewal rate.

## Professional Experience

**Customer Success Manager** | SaaSify | City, ST

March 2020 – Present

- Grew upsell revenue by 25% through quarterly business reviews and targeted success plans.
- Maintained a 95% renewal rate across a portfolio of 60 accounts.

**Account Executive** | NextWave Software | City, ST

January 2018 – February 2020

- Closed 40+ new mid-market accounts, generating \$1.2M in ARR.
- Collaborated with the success team to reduce time-to-value by 30%.

## Education

**Bachelor of Arts in Marketing**

May 2017

State University, City, ST

## Certifications

- Certified Customer Success Manager (CCSM), June 2019