



Taylor Smith

CUSTOMER SUCCESS TEAM LEAD

CSM Team Lead with 6 years' experience coaching junior CSMs, shortening ramp time by 20% and improving renewals by 12%. Skilled in one-on-one mentoring and best-practice documentation.

CONTACT



(123) 456-7890



taylor.smith2@example.com



LinkedIn | Portfolio



City, State, ZIP code

PROFESSIONAL EXPERIENCE

Customer Success Team Lead | TechLeaders, City, ST | August 2016 – Present

- Reduced new-hire ramp time by 20% through a formal mentorship program.
- Coached 8 CSMs to 12% higher renewal rates via peer-review sessions.

Senior Customer Success Manager | AppSolutions, City, ST | July 2013 – July 2016

- Managed 50+ accounts while overseeing onboarding initiatives.
- Developed team playbooks that increased NPS by 10 points.

EDUCATION

Bachelor of Science in Organizational Psychology
Urban University, City, ST | May 2013