





Riley Anderson

SaaS Customer Health Manager

Customer Health Manager with 4 years' experience monitoring health scores and intervention programs. Achieved a 35% reduction in at-risk accounts and improved NPS by 10 points.

CONTACT

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-  City, State, ZIP code

EDUCATION

Bachelor of Science in Data Science
Tech Institute, City, ST
May 2014

PROFESSIONAL EXPERIENCE

Customer Health Manager | SoftMetrics, City, ST
March 2018 - Present

- Monitored health scores for 300+ accounts, reducing at-risk clients by 35%.
- Launched “health-check” campaigns, increasing overall NPS by 10 points.
- Integrated health alerts into Slack, accelerating response time by 50%.

Customer Success Analyst | MetricsNow, City, ST
January 2015 - February 2018

- Built automated health dashboards in Power BI, cutting manual monitoring by 70%.
- Conducted weekly health reviews, surfacing top issues for escalations.
- Piloted a customer-survey initiative, boosting feedback response rates by 25%.