

# Casey Davis

## Customer Success Analyst

City, State, ZIP code | (123) 456-7890 | [casey.davis2@example.com](#) | [LinkedIn](#) | [Portfolio](#)

Customer Success Analyst with 5 years' experience using data to drive retention and expansion. Expertise in SQL and Power BI, improving churn prediction accuracy by 40%.

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## PROFESSIONAL EXPERIENCE

### Customer Success Analyst | April 2018 – Present

InsightCloud, City, ST

- Built SQL models to predict churn with 85% accuracy, 40% better than previous benchmarks.
- Created Power BI dashboards for CSMs, reducing manual reporting time by 70%.
- Presented monthly leadership insights, influencing product roadmap priorities.

### Data Analyst | July 2015 – March 2018

InfoMetrics, City, ST

- Performed cohort analyses that identified at-risk segments, driving 20% higher retention.
- Automated weekly health-score exports via Python scripts, saving 10 hours per week.
- Trained cross-functional teams on self-service analytics tools.

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## EDUCATION

### Bachelor of Science in Data Analytics

Tech University, City, ST May 2015