

Alex Brown

Customer Success Operations Manager

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Customer Success Operations Manager with 5 years of experience optimizing processes and tooling for CSM teams. Proven ability to implement automation that reduced manual tasks by 60% and improved data accuracy across customer dashboards.

Professional Experience

Customer Success Operations Manager , SaaSWorks, City, ST
March 2019 – Present

- Automated onboarding workflows using Zapier, cutting manual ticket creation by 60%.
- Developed and maintained a centralized CSM dashboard in Tableau, increasing data accuracy by 95%.
- Trained 20+ CSMs on new tools and processes, shortening ramp time by 25%.

Customer Success Analyst , TechBridge, City, ST
June 2016 – February 2019

- Analyzed customer health scores and alerts, reducing churn risk by 30%.
- Standardized quarterly business-review templates, improving executive visibility.
- Created playbooks for common escalations, decreasing average resolution time by 40%.

Education

City University , City, ST
Bachelor of Science in Information Systems
May 2016