

MJ

# Morgan Johnson

Customer Renewal Manager

## CONTACT



(123) 456-7890



morgan.johnson2@example.com



LinkedIn | Portfolio



City, State, ZIP code

## EDUCATION

- Bachelor of Science in Business Management  
State College, City, ST | May 2014

## ABOUT ME

Customer Renewal Manager with 6 years' experience driving contract renewals in SaaS. Achieved a 98% renewal rate by building proactive outreach campaigns.

## PROFESSIONAL EXPERIENCE

**RENEWAL MANAGER | SECURECLOUD, CITY, ST**  
MAY 2017 - PRESENT

- Led renewal campaigns for 150+ accounts, attaining a 98% rate.
- Implemented automated email journeys that increased open rates by 45%.
- Collaborated with legal teams to streamline renewal contracts, cutting turnaround time by 30%.

**CUSTOMER SUCCESS MANAGER | NETSOLUTIONS, CITY, ST**  
JUNE 2014 - APRIL 2017

- Managed renewal conversations for 80 enterprise clients, achieving 95% satisfaction.
- Produced analytics reports on renewal risk, enabling targeted interventions that reduced at-risk accounts by 20%.
- Organized monthly "renewal readiness" workshops for CSMs, improving team renewal IQ.