



PROFILE

Customer Success Manager with 6 years owning B2B SaaS accounts across HR tech and fintech. Built renewal playbooks that lifted gross retention above 94% and turned at-risk logos into expansion pipeline. Comfortable running QBRs with CFOs and rolling up sleeves to debug a Salesforce sync.

KEY SKILLS

- Gainsight
- Salesforce
- Renewal forecasting
- Executive business reviews
- Health scoring
- Churn analysis
- Onboarding & enablement
- Cross-functional escalation
- SQL (basic queries)
- Jira

KAREN THOMAS

Customer Success Manager

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PROFESSIONAL EXPERIENCE

Customer Success Manager

Tessera Labs, Raleigh, NC | 2021 - Present

- Manage a book of 42 mid-market accounts worth \$7.3M in ARR, holding gross retention at 94.6% across two renewal cycles
- Built a health-score model in Gainsight using product usage, NPS, and ticket volume; flagged 11 at-risk accounts early and saved 9 of them
- Partner with AEs on expansion plays, contributing roughly a third of net new ARR from existing customers last fiscal year
- Run monthly executive business reviews with Director-and-above stakeholders, often pulling Product in to demo roadmap items
- Mentor two junior CSMs on objection handling and renewal forecasting in our weekly deal-desk reviews

Associate Customer Success Manager

Northwind Payroll Cloud, Durham, NC | 2019 - 2021

- Onboarded 60+ SMB customers onto the payroll platform, cutting time-to-first-payroll from 38 days to 22
- Owned tier-2 escalations and worked directly with Engineering to resolve API sync defects affecting QuickBooks integrations
- Wrote the customer-facing release notes and ran a monthly office-hours webinar that drew steady attendance from admins
- Helped pilot a CSM-led upsell motion that added a low-six-figure bump to expansion revenue in its first two quarters

EDUCATION

B.A. in Communication, North Carolina State University, 2019

Gainsight Associate CSM Certification, 2022