



Kimberly Robinson

CUSTOMER SUCCESS MANAGER

Early-career CSM with 18 months supporting SMB SaaS customers in the legal-tech space. Owned onboarding and adoption for a portfolio of 80+ small firms, with a focus on getting users to first value inside the trial window.

CONTACT INFORMATION



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KEY SKILLS

- Onboarding
- Zendesk
- HubSpot Service Hub
- Productboard
- Customer training
- CSAT analysis
- Loom video walkthroughs
- Slack Connect
- Notion documentation

PROFESSIONAL EXPERIENCE

Junior Customer Success Manager | Brightline Casework, Columbus, OH | 2023 – Present

- Own onboarding for an 82-account book of solo and small-firm attorneys, hitting an 88% activation rate within the first 14 days
- Run weekly group office hours covering document automation and billing workflows; average attendance has grown each quarter
- Triage support escalations alongside the Tier-1 team and route product feedback into a shared Productboard backlog
- Built a Loom-based onboarding library that cut repeat 'how do I' questions noticeably in the first 90 days post-launch

Customer Support Specialist | Brightline Casework, Columbus, OH | 2022 – 2023

- Handled 30-45 inbound tickets per day across email and chat with a CSAT consistently in the low-90s
- Authored 22 help-center articles that became the top deflection drivers for the billing and import topics
- Promoted into the CSM team after eight months based on quality scores and product knowledge

EDUCATION

B.S. in Business Administration, Ohio State University, 2022