



AVERY HARRIS

Customer Success Manager

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LinkedIn | Portfolio

Customer success manager with over six years of experience helping SaaS companies improve retention, reduce churn, and grow accounts. Skilled in client onboarding, strategic planning, and success metrics tracking. Passionate about delivering results and long-term value.

Professional Experience

Customer Success Manager *LoopLogic | Austin, TX | June 2019 - Present*

- Improved customer renewal rate from 83% to 93% in 18 months by launching proactive success plans
- Reduced onboarding time by 25% through creation of a scalable customer training and documentation suite
- Collaborated with sales and product teams to upsell \$1.4M in ARR through success-driven check-ins

Client Engagement Specialist *SwiftCloud CRM | Dallas, TX | May 2017 - May 2019*

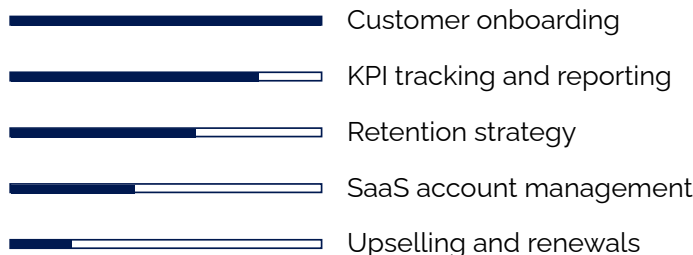
- Managed onboarding for 100+ SMB clients, achieving an average satisfaction rating of 4.8 out of 5
- Resolved escalations and coordinated with tech teams, reducing support ticket volume by 33%
- Designed a customer feedback loop used to prioritize product enhancements and bug fixes

Education

Bachelor of Business Administration (B.B.A.) in Management

University of Texas at Austin | Austin, TX | May 2017

Key Skills



Certifications

Certified Customer Success Manager (CCSM)

SuccessHACKER | 2022

Salesforce Certified Associate

2023