

Customer success manager with six years of experience supporting SaaS clients in the finance and logistics sectors. Specializes in onboarding, renewals, and long-term adoption strategy. Known for driving retention and growing accounts through tailored support and relationship building.

Professional Experience

Customer Success Manager

ClearPath Software | Denver, CO

February 2020 - Present

- Manages a portfolio of 40+ accounts totaling \$5.2 million ARR, maintaining a 94% client retention rate
- Created customized onboarding plans that shortened time-to-value by 32% across mid-market accounts
- Collaborates with sales on upsell strategies, adding \$1.1 million in expansion revenue in the past year

Client Support Specialist

NuFlow Tech | Boulder, CO

June 2017 - January 2020

- Served as point of contact for 150+ clients, resolving support tickets and assisting with training sessions
- Reduced churn by identifying usage gaps and providing proactive engagement based on key product metrics
- Worked with product and engineering to escalate technical issues, decreasing resolution times by 28%

Education

Bachelor of Science (B.S.) Business Administration

May 2017

University of Colorado, Boulder, CO

Key Skills

Account expansion - Expert

CRM software - Proficient

Client onboarding - Competent

Customer retention - Amateur

Usage analytics - Beginner

Certifications

Certified Customer Success Manager (CCSM)

SuccessHACKER | 2020

Salesforce Certified Administrator

Salesforce | 2021