Emily Clark

Senior Customer Success Manager

CONTACT

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✉ emily.clark@email.com

📍 Austin, TX

EDUCATION

Bachelor of Science in Computer Science

University of Texas at Austin

Graduated May 2016

Certifications

- Certified Customer Success Manager (CCSM) – Customer Success Association (2021)
- AWS Certified Solutions Architect – Associate – Amazon Web Services (2018)

LINKS

LinkedIn: /in/emilyclark

PROFESSIONAL SUMMARY

Experienced Senior Customer Success Manager with a strong technical background in SaaS solutions. Adept at translating complex technical concepts for non-technical customers, ensuring successful product implementation, and offering tailored solutions to enhance product adoption.

EXPERIENCE

Senior Technical Customer Success Manager — 2020 - Now

BlueWave Technologies, Austin, TX

- Work directly with technical teams and customers to implement complex software solutions, ensuring successful onboarding and adoption across multiple industries.
- Provide hands-on technical support during the integration process, reducing customer churn by 20%.
- Collaborate with engineering to resolve escalated technical issues, delivering solutions within 24 hours to maintain client satisfaction.
- Conduct training sessions for technical staff and customers on new product features and best practices.
- Create technical documentation and resources that reduced support ticket volume by 35%.

Customer Success Manager (Technical Focus) — 2016 - 2020

ByteTech Solutions, Austin, TX

- Worked with the product team to design and deliver customized solutions for customers with specific technical needs.
- Trained customers on advanced technical features of the product, leading to a 40% improvement in product usage rates.
- Managed the technical support and troubleshooting processes, ensuring customers received timely and accurate solutions to their issues.

SKILLS

Skill	Rating
SaaS Solutions	★ ★ ★ ★ ★
Technical Troubleshooting & Support	★ ★ ★ ★ ★
Product Onboarding & Training	★ ★ ★ ★ ★
CRM Tools (Salesforce, Zendesk)	★ ★ ★ ★ ★
Customer Success Metrics & Analysis	★ ★ ★ ★ ★
Cross-Functional Collaboration	★ ★ ★ ★ ★