

SAMPLE. Jordan Example is a made-up person; Northbridge Software and Brightline Field Apps are made-up companies. Made by ATS Resume Rewrite to show the layout and the method.

Jordan Example

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Customer Success Manager

SUMMARY

Account manager since 2022 at a scheduling-software company, after two years in its support team. Owns a book of small-business accounts through onboarding, check-ins and renewals. Tracks accounts in the company CRM (Salesforce: to confirm) and handles escalations with the support team (Zendesk). Writes help-centre articles and trains new hires. Looking to own a book of about 120 home-service accounts at Northbridge.

EXPERIENCE

Account Manager, Brightline Field Apps (made-up company; scheduling software for field crews), Denver, CO 2022 to present

- Own a portfolio of small-business (SMB) customers from onboarding through renewal [number of accounts: see question 1]
- Run onboarding for new accounts: setup calls, product walkthroughs and a first-30-days check-in
- Hold regular check-in calls with account owners and lead the renewal conversation [renewal rate: see question 2]
- Handle escalations with the support team and track each one to a fix
- Track account notes, activity and renewal dates in Salesforce [confirm the CRM name: see question 3]

Customer Support Specialist, Brightline Field Apps 2020 to 2022

- Resolved customer tickets and chats in Zendesk
- Wrote help-centre articles for common setup questions [how many: see question 4]
- Trained new hires on the support tools and ticket process

EDUCATION

B.A. Communications, Colorado State University (made-up record), 2019

SKILLS

Customer success · Account management · Onboarding · Renewals · Escalations · CRM (Salesforce: to confirm) · Zendesk · Help-centre writing · Customer training · Microsoft Office

OPEN QUESTIONS BEFORE THIS IS FINAL (NOT PART OF THE RESUME)

1. How many accounts are in your portfolio, roughly? The ad says about 120; a real number on your resume helps.
2. Do you know your renewal or retention rate for 2024 or 2025? If yes, we add it. If not, we leave it out.
3. Your resume says 'the CRM'. Was it Salesforce, HubSpot or something else? We only name the one you used.
4. How many help-centre articles did you write, even roughly?
5. Were any of your check-in calls formal quarterly business reviews (an agenda, a deck, a review of results)? If yes, we call them that.
6. Did you build any reports or read dashboards (in the CRM, in a spreadsheet, in Zendesk)? If yes, tell us which.

7. Is Brightline's product sold as a subscription (SaaS)? The ad asks for SaaS experience; we only write it if it is true.