

Candace Statton

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Phoenix, AZ

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WORK EXPERIENCE

AVB Marketing - Customer Success Manager

July 2017 - current

Phoenix, AZ

- Trained team of 10 on customer communication practices, increasing customer satisfaction by 12%
- Increased the rate of return clients by 55% by reducing the instance of customer churn
- Communicated with 7 departments, including Service, Product Development, Marketing, and Sales to better understand customers' behaviors and address their needs
- Cultivated relationships with 650+ clients, receiving 5 stars on customer feedback surveys
- Calculated ROI to ensure optimized team functioning, identifying a 419% return on investment

DoorDash - Customer Success Agent

December 2013 - July 2017

Phoenix, AZ

- Outperformed target merchant partnership periods, increasing the length of time merchants spent in partnership by 2 years on average
- Collaborated with 4 merchants per shift, solving tough issues and maintaining merchant loyalty with proactive problem solving
- Earned merchants' trust through transparency, resulting in 100+ 5-star reviews on feedback surveys
- Strengthened performance by recording merchant feedback to improve merchants' experience, increasing the rate of customer satisfaction by 22%
- Updated knowledge of Salesforce software through 60+ annual hours of professional development

DoorDash - Customer Care Agent

September 2012 - December 2013

Phoenix, AZ

- Facilitated merchant troubleshooting, reducing time to solve issues by 87% with internal FAQ sheet
- Established relationships with 10+ major merchants, losing 0 clients during tenure
- Identified areas of dissatisfaction, emphasizing room for improvement during team meetings that resulted in the development of 2 merchant rewards programs
- Developed SQL skills, enabling data modification to solve simple systems error in 20% less time
- Attended DoorDash 6-week merchant success course, attaining knowledge that assisted in forming partnerships with 8 major merchants

EDUCATION

Arizona State University - B.S., Marketing

December 2009 - December 2013

Tempe, AZ

SKILLS

Leadership; Customer Service Reporting; Metrics-driven; Empathetic; Organized; Account Management