

JORDAN BENNETT

CUSTOMER SUCCESS & OPERATIONS

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PROFESSIONAL SUMMARY

Customer success professional with 5+ years improving retention and support efficiency for SaaS and retail teams. Proven record of lifting satisfaction scores and cutting response times through process improvement and clear communication. Skilled in CRM management, onboarding, and data reporting. Seeking to bring measurable results to a growth-focused team.

CORE SKILLS

- Customer Retention
- CRM (HubSpot, Zendesk)
- Onboarding
- Process Improvement
- Data & Reporting
- SLA Management
- Stakeholder Comms
- Team Training
- Conflict Resolution

EXPERIENCE

Customer Success Specialist

Mar 2022 – Present

BrightWave SaaS — London

- Lifted customer satisfaction (CSAT) from 82% to 94% in 8 months by redesigning the onboarding flow.
- Managed a portfolio of 120+ accounts, reducing churn by 18% year over year.
- Cut average first-response time from 9 hours to under 2 by introducing a triage system.

Support Team Lead

Jun 2019 – Feb 2022

Retail Co. — Manchester

- Trained and supervised a team of 6, improving ticket resolution rate by 27%.
- Built a weekly reporting dashboard that saved managers 6 hours of admin per week.
- Handled escalations for 40+ customer issues daily with a 96% resolution rate.

EDUCATION

BA, Business Management University of Leeds · 2019

CERTIFICATIONS

HubSpot Customer Success Certification 2023

How to use: type your details over each placeholder. Keep it ONE column, keep the headings exactly as written (ATS systems look for them), and start every bullet with an action verb + a result with a number. Save as PDF named Firstname-Lastname-Resume.

YOUR NAME

YOUR TARGET JOB TITLE

email@example.com · phone · city, country · linkedin.com/in/you

PROFESSIONAL SUMMARY

[Job title] with [X years] in [field]. Proven record of [biggest result + number]. Skilled in [3 keywords from the job post]. Seeking to [value you'll bring].

CORE SKILLS

Skill

Skill

Skill

Skill

Skill

Skill

(Copy the exact wording the job post uses.)

EXPERIENCE

[Job Title]

[Mon YYYY – Present]

[Company — City]

[Job Title]

[Mon YYYY – Mon YYYY]

[Company — City]

EDUCATION

CERTIFICATIONS (OPTIONAL)