

# Emily Chen

Customer Success Manager | Retention, Onboarding & Expansion

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**Snapshot:** \$6.2M portfolio • 118% net revenue retention • 6% churn (from 11%) • 4.8/5 CSAT

## SUMMARY

Customer Success Manager with 3.5 years of experience managing a \$6.2M book of business for B2B SaaS customers. Achieved 118% net revenue retention, reduced churn from 11% to 6%, and raised customer satisfaction (CSAT) to 4.8 out of 5. Skilled in onboarding, renewals, upsell, executive business reviews, and Gainsight; strong cross-functional partner to sales, product, and support.

## SKILLS

**Customer Success:** Onboarding & Adoption, Renewals & Expansion, Churn Reduction, Executive Business Reviews (EBRs), Health Scoring, Customer Advocacy, Escalation Management, QBRs

**Tools:** Gainsight, Salesforce, HubSpot, Zendesk, Intercom, Zoom, Tableau, Excel, Slack

**Skills:** Relationship Building, Consultative Communication, Data-Driven Storytelling, Cross-Functional Collaboration

## EXPERIENCE

### Customer Success Manager

Jun 2023 – Present

#### Pacific Cloud Analytics — San Diego, CA

- Manage a \$6.2M portfolio of 55 mid-market and enterprise accounts; achieved 118% net revenue retention and 96% gross retention.
- Reduced churn from 11% to 6% by building account health scores in Gainsight and launching proactive risk playbooks.
- Generated \$740K in expansion revenue through adoption reviews and cross-sell plays aligned with customer goals.
- Led 40+ executive business reviews per year and raised average CSAT from 4.3 to 4.8 out of 5.
- Partnered with product on 15 customer-driven feature requests; 6 shipped and improved adoption by 20%.

### Customer Success Associate

Jul 2022 – May 2023

#### Sunbelt SaaS Solutions — San Diego, CA

- Onboarded 80+ new customers with a 92% on-time go-live rate and a 45-day average time to value.
- Resolved 500+ escalated support cases and maintained a 4.7 satisfaction score.
- Built a customer knowledge base and webinar series that deflected 18% of recurring tickets.
- Handled renewals for 30 small-business accounts with 94% renewal rate.

## HIGHLIGHTS

Recipient of the Customer Champion Award 2024; created an onboarding playbook adopted by the full 12-person CS team.

## EDUCATION

### Bachelor of Arts in Business Administration

San Diego State University — San Diego, CA  
2022 | GPA 3.6

## CERTIFICATIONS

- Gainsight Customer Success Certification
- Customer Success Manager Certification, SuccessCOACHING
- Salesforce Certified Administrator — in progress