

Naureen Camenzind

Customer Success Manager

Customer Success Manager with 2 years of experience in driving client satisfaction and product adoption through effective relationship management, proactive communication, and strategic planning. Adept at identifying customer needs, collaborating with cross-functional teams, and implementing innovative solutions to achieve business growth and customer retention. Strong analytical and problem-solving skills, with a proven track record of exceeding performance goals and delivering exceptional customer experiences.

naureen.camenzind@gmail.com

(346) 569-5789

123 Main St, Fargo, ND 58103

Education

Bachelor of Business Administration in Customer Success Management at University of North Dakota, Grand Forks, ND

Aug 2017 - May 2021

Relevant Coursework: Customer Relationship Management, Sales and Marketing Strategies, Business Analytics, Operations Management, Project Management, Financial Accounting, Organizational Behavior, and Business Communication.

Links

[linkedin.com/in/naureencamenzind](https://www.linkedin.com/in/naureencamenzind)

Skills

Salesforce proficiency

Zendesk expertise

Intercom mastery

HubSpot knowledge

Gainsight competency

Slack fluency

Asana efficiency

Employment History

Customer Success Manager at Microsoft Corporation, ND

Apr 2023 - Present

- Successfully increased customer retention rate by 35% within the first year, by implementing targeted engagement strategies and addressing customer concerns proactively, resulting in a significant boost to Microsoft Corporation's recurring revenue in the North Dakota region.
- Expanded customer base by 50% in the second year, through strategic partnerships, targeted marketing campaigns, and delivering exceptional customer service, contributing to a substantial increase in market share for Microsoft Corporation in North Dakota.
- Achieved a 90% customer satisfaction rating within two years, by consistently exceeding customer expectations, providing personalized support, and implementing continuous improvement initiatives based on customer feedback, positioning Microsoft Corporation as a leader in customer satisfaction in the North Dakota region.

Associate Customer Success Manager at Amazon Web Services, ND

Aug 2021 - Feb 2023

- Successfully onboarded and managed a portfolio of 50 new enterprise clients within the first year, resulting in a 30% increase in annual recurring revenue for the company.
- Developed and implemented a proactive customer engagement strategy that reduced churn rate by 25% and increased customer satisfaction scores by 20%.
- Identified and resolved critical issues for key accounts, leading to a 100% retention rate and securing \$1.5 million in contract renewals.

Certificates

Certified Customer Success Manager (CCSM)

Mar 2022

Certified Client Experience Professional (CCEP)

Nov 2020