

Jordan Avery

jordan.avery@example.com · (415) 555-0142 · Oakland, CA · linkedin.com/in/jordanavery

PROFESSIONAL SUMMARY

Enterprise Customer Success Manager with seven years steering complex SaaS renewals, executive relationships, and cross-functional launches across mid-market and Fortune 500 accounts. Known for turning technical platform accounts into multi-year expansions through disciplined joint success planning and honest risk surfacing.

HIGHLIGHTS

- Spans a \$6M enterprise book and a \$12M platform portfolio across fintech, logistics, and healthcare over 7+ years.
- Delivers 94% gross revenue retention against a 90% goal, \$4.8M in expansion ARR, and a 71 NPS across renewals.
- Blends platform-fluency (APIs, SSO, data pipelines) with executive alignment for accounts running mission-critical integrations.

EXPERIENCE

Meridian Software — Enterprise Customer Success Manager

Mar 2022 – Present

- Manages a \$12M platform book of 14 Fortune 1000 accounts with an average contract value of \$860K, leading joint success plans and quarterly executive reviews.
- Sustains 94% gross revenue retention against a 90% target by owning renewal forecasting, risk escalations, and multi-threaded stakeholder mapping.
- Drives \$2.9M in expansion ARR over eight quarters through platform-adoption programs tied to customer-defined business outcomes.
- Partners with Product and Solutions Engineering on 6 API and SSO integrations, cutting time-to-first-value from 84 to 41 days.

Northwind Systems — Senior Customer Success Manager

Aug 2018 – Feb 2022

- Owned a \$6M mid-market portfolio of 32 accounts across fintech and logistics, running structured onboarding, adoption, and renewal cycles.
- Grew net revenue retention from 104% to 118% by launching a quarterly value-realization framework adopted across the CS org.
- Reduced churn from 11% to 5% in 18 months through an early-warning health-score model built with Product Analytics.
- Mentored four junior CSMs and authored the enterprise renewal playbook now used by a 22-person post-sales team.

SKILLS

Customer Success: Enterprise renewals, Executive business reviews, Joint success planning, Adoption programs, Churn mitigation

Commercial: Renewal forecasting, Expansion & upsell, Multi-year negotiation, Pricing & packaging

Platform & Technical: REST APIs, SSO / SAML, Snowflake, Looker, Zapier, Segment

Tooling: Gainsight, Salesforce, Jira, Notion, Slack Connect

EDUCATION

University of Michigan — B.A., Economics

2016