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# CW

## Customer Success Manager

ADDRESS: XXXX XXXX BLVD

QUEENS, N.Y. XXXXX

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<https://linkedin.com/in/XXX-XXX>

## SKILLS

Artist P.R., Audio Production, C.R.M. / Database Management, C.H.P. (Certified H.I.P.A.A. Professional), Customer Service and Success, Digital Marketing, Final Cut Pro X, HTML/Wordpress, Logic Pro X, MS Suite, Percussion, S.E.O., Slack, Social Media Management, Sound and Creative Design for Film, T.V. and Music, Synthesizer.

## EXPERIENCE

### Injury | Opportunity

#### FEB 2020 - PRESENT

My 2019 accident:

- Furthered my lifelong passion for music, audio production and sound design.
- Helped me find a hidden skillset in S.E.O. and digital marketing.
- Taught me how to be a better, more patient and accepting individual.

**XXXX, XXX, N.Y.** - *Director of Customer Service and Product Implementation*

#### AUG 2015 - FEB 2020

- Assisted healthcare facilities of all sizes with becoming H.I.P.A.A. compliant (S.a.a.S. solution).
- Developed the customer experience via writing our help center, F.A.Q., training documentation and defining our approach to explaining Federal Law.
- Managed a team of four

**COMPANY, TOWN, N.Y.** - *Customer Service Representative Tier III*

#### APRIL 2012 - JUNE 2015

- Assisted customers in the forums of telephone, live chat, e-mail, Twitter and Facebook.
- Responsible for technical troubleshooting, account management, ticket escalation billing and payment processing.

## EDUCATION

**S.U.N.Y. Binghamton, Vestal, N.Y.** - *B.A. Cinema Production*

- Recipient of the New York State Empire Diversity Award for achievement in creative work.
- Teacher's Assistant for Creative Sound Design + 16mm Film / Cinematography.
- Research Assistant for the book, '*The Sonic Color Line*', by Dr. Jennifer Stoeber.