

Leena Menon

LM

Customer Success Manager

Lucknow, India leena.menon@example.com Fictional sample

01 Professional profile

Customer Success Manager with an illustrative 11-year career focused on onboarding, success planning and proactive account coordination. Core strengths include Success planning, Onboarding and Adoption reviews. Selected examples describe the challenge, contribution and handover materials.

EXPERTISE

Core capabilities

Success planning

Onboarding

Adoption reviews

Business reviews

Risk identification

Cross-team coordination

SELECTED WORK

Success planning framework

Success plan and review scorecard

Adoption recovery plan

Adoption brief and action register

LANGUAGES

English - professional working

Hindi - professional working

CAREER CONTEXT

11 years in this illustrative career.

Three appointments.

Full work examples on page 2.

02 Professional experience

Jul 2022 - Present

Customer Success Manager

Asterline Customer Solutions · Lucknow

Delivered defined workstreams in onboarding, success planning and proactive account coordination, coordinating reviewers and delivery partners.

- Agreed customer objectives and mapped them to observable usage and review conversations.
- Combined usage observations with stakeholder interviews and coordinated a focused enablement plan.

Jul 2018 - Jun 2022

Customer Success Manager

Northmere Customer Solutions · Lucknow

Supported progressively more complex work in onboarding, success planning and proactive account coordination, with a defined review process.

- Used success planning and business reviews on assigned work; recorded decisions so colleagues could understand the approach.
- Prepared handover materials and incorporated specialist feedback before closing the workstream.

Jul 2015 - Jun 2018

Customer Service Associate

Cedarfield Customer Solutions · Lucknow

Built foundations through supported assignments, observation and practical feedback.

- Assisted with onboarding and risk identification, checking work with an experienced reviewer.
- Kept organised work records and developed clear handover habits through supervised practice.

03 Customer experience cases

Help customers turn adoption into progress.

WORK EXAMPLE 01 / ILLUSTRATIVE

Success planning framework

Context

Accounts used the product without a shared definition of progress.

Contribution

Agreed customer objectives and mapped them to observable usage and review conversations.

Prepared for handover

Success plan and review scorecard

WORK EXAMPLE 02 / ILLUSTRATIVE

Adoption recovery plan

Context

Low engagement signals lacked context about customer priorities.

Contribution

Combined usage observations with stakeholder interviews and coordinated a focused enablement plan.

Prepared for handover

Adoption brief and action register

04 Education

2013 – 2015

MBA in Customer Experience

Asterbridge Institute of Professional Studies

Specialist study with a practice focus on success planning and onboarding.

2009 – 2013

Bachelor-level study in the relevant discipline

Cedarhaven College of Applied Studies

Foundation study, practical assignments and supervised learning. Fictional institution and qualification record.

05 Professional development

2024

Success planning - advanced practice workshop

Scenario exercises and peer review in onboarding, success planning and proactive account coordination.

2025

Business reviews - reflective practice seminar

Applied learning reviewed through a bounded example and a written reflection.

Continuing learning examples, not licences or independently verified certifications.

06 Practice & evidence notes

Work focus	Evidence status	Contribution scope
Onboarding, success planning and proactive account coordination	Illustrative work descriptions; no source artefacts attached	Owned the stated workstream, not all team outcomes

Every employer and institution in this CV is fictional. The two work examples describe individual contributions; supporting artefacts and externally measured outcomes are not supplied. Replace example information with accurate records and permission-cleared work before using this CV.