Maya Torres

Customer Success Manager

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Summary

Customer success manager with 7 years in B2B software. I build onboarding programs that get new customers live faster, keep renewal rates above 95% and turn support data into product fixes. Looking to lead a customer success team at a growing SaaS company.

Experience

Senior Customer Success Manager Mar 2022 – Present
Brightline Software, Denver, CO

- Manage a $4.2M portfolio of 60 mid-market accounts with a 97% gross renewal rate.
- Rebuilt the onboarding plan, cutting average time to go-live from 45 to 28 days.
- Started quarterly business reviews for the top 20 accounts, adding $610K in expansion revenue.
- Coach three new CSMs; all reached full portfolio within their first 90 days.

Customer Success Manager Jun 2019 – Feb 2022
Northpeak Health Systems, Aurora, CO

- Looked after 85 clinic customers and raised the net promoter score from 31 to 54.
- Wrote 40 help-center articles that reduced repeat support tickets by 22%.
- Worked with product managers to ship five features requested by key accounts.

Customer Support Specialist Aug 2017 – May 2019
Summit Cloud Services, Boulder, CO

- Resolved 45 tickets a day with a 96% satisfaction score; promoted after 18 months.
- Trained 12 new hires on the ticketing system and the escalation process.
- Built a shared library of saved replies now used by the whole 15-person support team.

Education

B.S. Business Administration, Marketing 2017
Front Range State University, Fort Collins, CO

Skills

Customer success: Onboarding, renewals, expansion, QBRs, churn analysis
Tools: Salesforce, Gainsight, Zendesk, HubSpot, Google Workspace, Excel
People: Coaching, cross-team projects, executive presentations

Volunteering

Mentor, Denver Women in Tech 2021 – Present
Meet two early-career women each month to practice interviews and plan their next role.

Certifications

Certified Customer Success Manager (CCSM), Level 2 2023
Google Data Analytics Certificate 2021