

YOUR FULL NAME

Customer Success Specialist | Former Teacher

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PROFILE

Former secondary school teacher moving into customer success, with 6 years of training, explaining complex ideas and managing relationships with 150+ students and parents a year. Recently completed a customer success certificate and HubSpot CRM training. (Say what you did, what you are moving to, and the skills that carry over.)

TRANSFERABLE SKILLS

Training & onboarding

- Designed and delivered 900+ lessons; turned a hard syllabus into simple, step-by-step guides.

Relationship management

- Held regular meetings with parents; kept a 95% satisfaction score in school surveys.

Data & reporting

- Tracked results for 5 classes in Google Sheets and flagged students who needed help early.

CAREER CHANGE TRAINING

- Customer Success Management Certificate — [Provider], 2026
- HubSpot CRM and Inbound Service certifications, 2026
- Volunteer project: set up a support help desk (Zendesk) for a local charity, 2025

WORK EXPERIENCE

Teacher, English & Social Studies — School Name, City

Aug 2020 – Present

- Taught grades 8–10; raised pass rate in English from 81% to 93%.
- Onboarded and mentored 4 new teachers each year.

Tutor (part-time) — Self-employed

2018 – 2020

- Built a client base of 20 students through referrals.

EDUCATION

BA English & B.Ed — University Name

2019

TOOLS

HubSpot • Zendesk • Google Workspace • MS Excel • Zoom • Canva