# Alicia Bennett

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## Professional Summary

Compassionate and adaptable former healthcare worker transitioning into customer success with a strong background in client care, communication, and problem-solving. Trained in CRM tools and remote onboarding processes. Committed to helping clients succeed through empathy, patience, and product knowledge.

## Key Skills

• Client Relationship Management
• CRM Tools (Zendesk, HubSpot)
• Remote Onboarding & Training
• Conflict Resolution
• Tech Troubleshooting Basics
• Empathy-Driven Communication
• Process Documentation

## Certifications

• Customer Success Manager Fundamentals – SuccessHACKER, 2024

• Tech Support Fundamentals – Coursera, 2023

## Projects

Customer Onboarding Manual – Volunteer Project

- Created onboarding playbook for a small SaaS company
- Included email templates, training schedule, and success metrics
- Received positive feedback from both the internal team and clients

Patient Portal Support – Tech-Enabled Clinic

- Guided patients on using new telehealth software
- Tracked and resolved common issues, improving adoption rate by 35%
- Acted as liaison between IT team and patient users

## Professional Experience

Certified Nursing Assistant (CNA)

Valley Medical Center, Phoenix, AZ

March 2016 – Nov 2023

- Delivered compassionate care to 30+ patients per shift
- Maintained accurate records and ensured HIPAA compliance
- Communicated with families and staff to ensure high-quality service

## Education

Certificate in Patient Care, Arizona College of Nursing

Graduated: 2015

## Tools & Platforms

Zendesk · HubSpot · Zoom · Google Workspace · Loom