PRIYA NATARAJAN

priya.natarajan@email.com
(303) 555-0136
Denver, CO
linkedin.com/in/priyanatarajan

SUMMARY

Customer Success Manager for dental practice software after 8 years running a busy Denver dental office on the same kind of system. Owns account management for 60 practices, from customer onboarding through renewal, and keeps health scores, usage notes and renewal dates current in Salesforce.

SKILLS

- Customer Success
- Account Management
- Salesforce
- CRM
- Customer Onboarding
- Project Management
- Quarterly Business Reviews
- Churn Reduction
- Presentation Skills
- Problem-Solving

CERTIFICATES

Certified Customer Success Manager (CCSM) Level 1

SuccessCOACHING • 03/2025

EXPERIENCE

Customer Success Manager

Front Range Dental Software • Denver, CO

06/2025 - Present

Cloud scheduling and billing software used by 1,800 dental and orthodontic practices.

- Manage a book of **60** practices worth $1.1M in annual recurring revenue, holding gross retention at 96%.
- Lead customer onboarding for 4 to 6 new practices a month, running project management plans from kickoff to go-live in 30 days.
- Monitor account health and usage in Salesforce and call at-risk practices early; churn on the book fell from 9% to 4%.
- Deliver quarterly business reviews to practice owners, surfacing $85,000 in add-on module upsells for account executives.

Practice Manager

Highline Family Dental • Denver, CO • 07/2017 - 05/2025

Four-dentist general practice seeing about 70 patients a day.

- Ran front office and billing for the practice, keeping collections above **97%** of production.
- Served as the office super-user for the practice management software, training 15 staff and testing each new release.
- Rebuilt the recall and confirmation process in the patient CRM, lowering no-shows from 14% to 6%.
- Resolved patient billing and insurance disputes, closing about 40 cases a month without escalation to the dentists.

EDUCATION

Bachelor of Science

Metropolitan State University of Denver • Denver, CO

05/2017

Health Care Management