

Customer Support & Success Achievement Cheat Sheet

Your helpdesk logs everything you do. CSAT, response times, and ticket tags are your evidence — no manager report needed.

NUMBERS YOU ALREADY HOLD

CSAT / NPS

tickets resolved per day

first-response & resolution time

escalation rate

net retention / churn (CS)

macros & docs written

accounts owned

BEFORE → AFTER

✗ Responsible for answering support tickets.

✓ Resolved 40+ tickets/day at 95% CSAT across chat and email.

✗ Helped customers with product issues.

✓ Cut first-response time in half by building a 60-macro library the team still uses.

✗ Escalated complex issues.

✓ Reduced escalations to engineering 30% by writing the top-20 troubleshooting playbook.

✗ Managed a portfolio of accounts.

✓ Owned 45 accounts and lifted net retention to 108% through proactive quarterly reviews.

✗ Handled customer complaints.

✓ Turned 12 at-risk accounts to renewal by leading a save-play the team adopted.

HONEST ESTIMATION

Repeat tickets dropped ~30% after the FAQ you wrote — you counted the ticket tags before and after in the helpdesk.

HOW THIS SCALES WITH SENIORITY

JUNIOR Resolved 40+ tickets/day at 95% CSAT.

MID Cut first-response time 50%; net retention 108%.

SENIOR Designed the tiered support model and onboarded 8 new hires; team CSAT rose 82% → 94%.