

Customer Success Career Coaching Package – Get That Role

"Stand Out, Sell Yourself, and Land the Right Role"

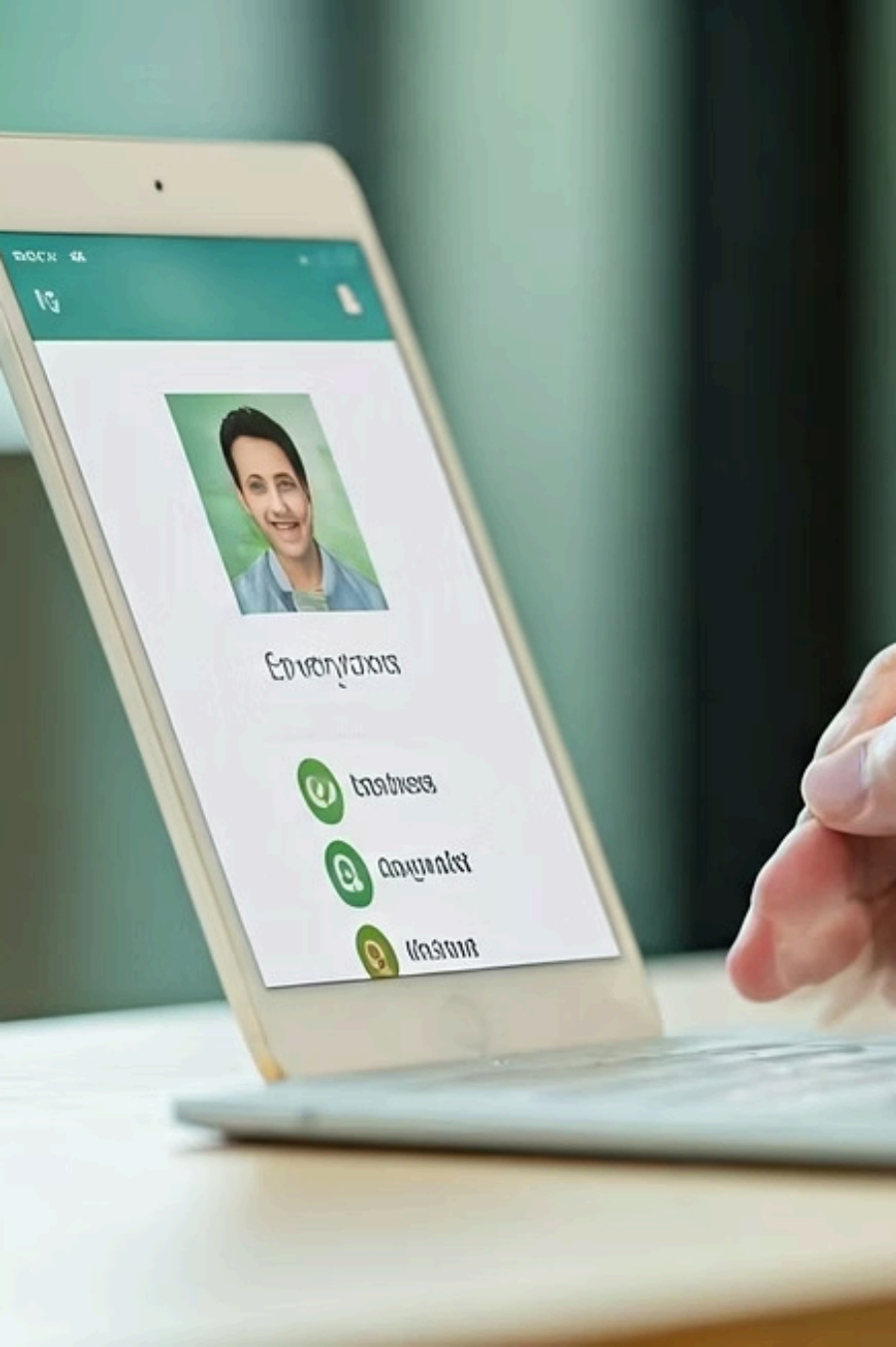
Overview:

This program is designed to help you land your next opportunity through personalized coaching that focuses on clarity, confidence, and communication. It blends deep strategic work with practical tools and feedback to help you stand out in a competitive job market.

Module 1: Resume Deep Dive & Optimization



- Transform your resume into a value proposition document
- Highlighting Customer Success impact with data and results
- Tailoring your resume to pass ATS and capture hiring manager attention
- Actionable feedback + resume rework homework



Module 2: Get Noticed by the Right People



Strategies to get in front of hiring managers

LinkedIn, networking, warm outreach



Messaging that creates curiosity

Craft messages that open doors to opportunities



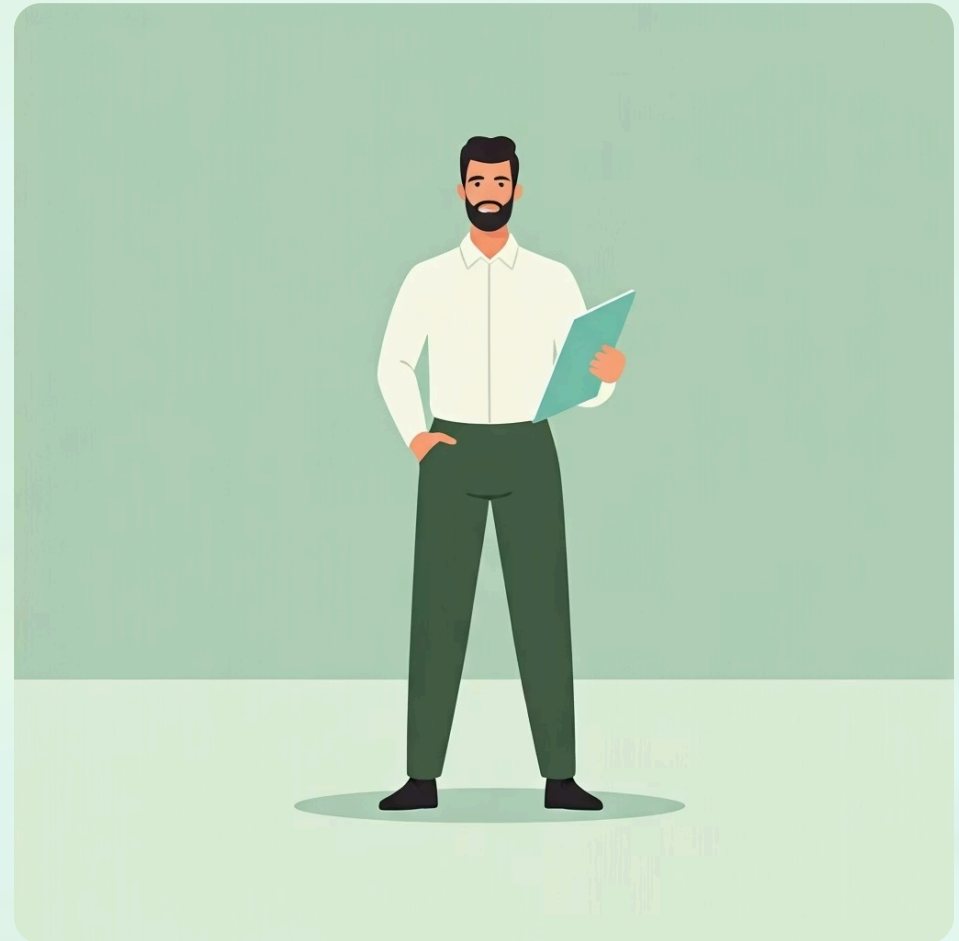
Creating your personal brand story

Develop a consistent brand online and offline

Module 3: Selling Yourself Authentically

In this module, you'll learn the art of authentic self-promotion that feels natural while effectively communicating your value.

- How to articulate your value with confidence
- Owning your impact: Using "I" statements instead of "we"
- Reframing your experience as solutions to business problems
- Crafting compelling, concise professional narratives



Module 4: Storytelling Beyond STAR

Moving beyond rigid formats

Learn how to break free from formulaic responses and develop authentic storytelling techniques

Story crafting that connects

Develop narratives that resonate both emotionally and professionally with your audience

Practice exercises

Engage in targeted activities designed to help you own and communicate your success stories effectively

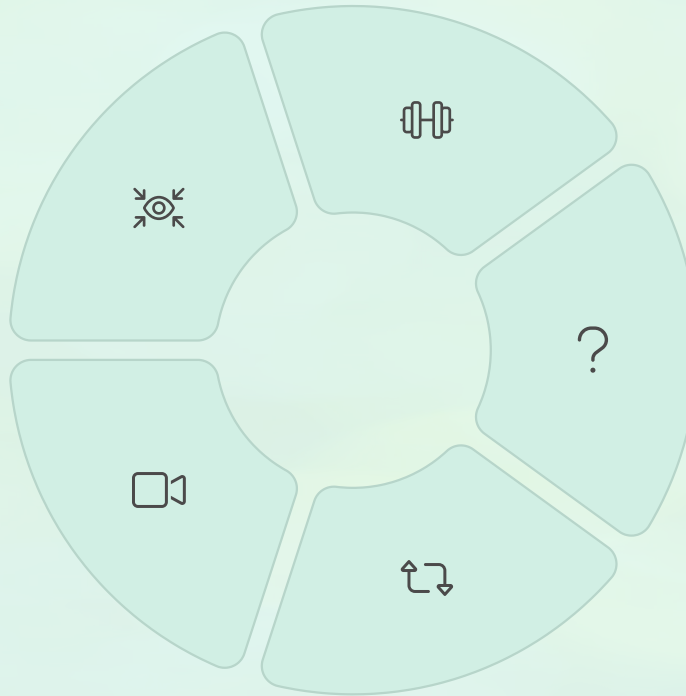
Module 5: Behavioral Interview Mastery

What behavioral interviews really assess

Understand the underlying competencies employers are evaluating

Role-playing and self-recording

Practice techniques to internalize your responses and delivery



Strengths-forward approach

Learn how to prepare using a method that highlights your unique capabilities

Common questions and personalization

Discover how to make standard questions showcase your individual experience

Reframing stories for different contexts

Adapt your experiences to fit various interview scenarios

Module 6: Boundaries, Communication & Professional Presence



Master the art of professional boundaries

- How to politely navigate requests outside your scope (e.g. presentation tasks)
- Sample scripts to maintain professionalism while setting boundaries
- Practicing assertiveness with confidence

Learning to set boundaries professionally is not just about saying "no" - it's about creating respect for your expertise and time while maintaining positive relationships.

Module 7: Interview the Interviewer



Shift from being evaluated to having a conversation

Learn techniques to transform the interview dynamic from one-sided assessment to mutual exploration



Creating curiosity and connection

Develop smart, open questions that demonstrate your interest and create meaningful dialogue



Show your value through curiosity

Discover how being genuinely interested can be as powerful as demonstrating competence

Module 8: Confidence Through Authenticity

Embrace your authentic professional self

- ☐ "Imagine working with me...": Guiding hiring managers to visualize your fit
- ☐ The "Ask 5 People" exercise to discover your authentic value
- ☐ Using your unique traits and stories as a superpower



The "Ask 5 People" exercise helps you uncover blind spots in your professional value proposition and builds confidence through external validation.

Module 9: Metrics That Matter – Talking Data and Results

95%

Retention Rate

Learn to articulate how you've contributed to customer retention

40%

Expansion Revenue

Communicate your impact on account growth and upsells

9.2

CSAT Score

Translate customer satisfaction into business value

- Learn to speak the language of impact (retention, expansion, adoption, CSAT, NPS, churn)
- Translate your work into quantifiable value
- Practice articulating outcomes in your resume, interviews, and networking

Module 10: Mastering Your Personal Narrative

Build your professional story portfolio

In this final module, you'll consolidate everything you've learned into a practical tool for ongoing career success:

- Create a one-pager of your top 10 career stories and metrics
- Get familiar with your full professional portfolio
- Use this as prep for any opportunity—interviews, intros, or negotiations

Your personal narrative document becomes your secret weapon for career advancement – a living document that evolves as you grow professionally.

