

CUSTOMER SUCCESS LEADER | ENTERPRISE SaaS | 13+ YEARS

Core Impact:

- 20% ARR growth across enterprise accounts
- 10% reduction in customer churn
- 95% customer satisfaction score
- 60% increase in customer engagement
- 25% revenue boost through upsell strategies
- 100% success rate in cloud migrations

Leadership:

- Led global team of 7 across Customer Success, Cyber Operations & Pre-Sales
- Managed \$500K+ budget and enterprise portfolio
- Developed company-wide Customer Success playbooks
- Established Customer Advisory Board
- Directed 250+ enterprise customer workshops

Technical Expertise:

- Salesforce, Power BI, Totango, ServiceNow
- Data-driven decision making and analytics
- Cloud migration and implementation
- Process optimization and automation
- Enterprise security solutions

Recent Roles:

- Customer Success Director - Bizagi Corp (Current)
- Sr. Manager Cyber Operations - CybelAngel Inc
- Development Lead - Accela

Seeking Senior Customer Success Leadership role to drive enterprise growth and customer-centric innovations.