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Strategic Customer Success Manager | Enterprise Cybersecurity | \$55M ARR Portfolios | Quota-Carrying

SUMMARY

Enterprise security customer success manager who carries renewal and expansion quotas on Fortune 500 portfolios up to \$55M ARR across NDR, SIEM, endpoint, DLP, and identity. Attained 130% NRR and 95% GRR at ExtraHop with 115% to 125% of quota at ExtraHop, Securonix, and McAfee. I work with CISOs and SOC leaders to tie adoption to detection coverage, analyst workload, and renewal outcomes.

SELECTED RESULTS

- **130% NRR, 95% GRR, and 120% quota attainment** across 12 NDR accounts (~\$18M ARR), ExtraHop
- **\$2.4M expansion** in one Fortune 500 financial services account, ExtraHop
- **115% quota attainment** and 100% renewal of due contracts across a 6-account, \$27M SIEM portfolio, Securonix
- **125% quota attainment and 20% YoY ARR growth** on a \$55M Fortune 500 portfolio, McAfee
- **115% NRR and 99% retention** across 14 accounts in a \$15M ARR portfolio, Auth0

PROFESSIONAL EXPERIENCE

ExtraHop | Strategic Customer Success Manager | 2023-2026

NDR platform | ~\$18M ARR owned | 12 enterprise accounts | 120% quota attainment | 130% NRR | 95% GRR

- Owned renewal and expansion forecasting across a ~\$18M ARR NDR portfolio, attaining 120% of quota with 130% NRR, 95% forecast accuracy, and 7 expansion opportunities.
- Expanded a Fortune 500 financial services account by \$2.4M by finding segmentation, visibility, and detection coverage gaps across east-west traffic.
- Held 95% GRR while recovering a \$1.35M at-risk renewal through CISO realignment and SOC enablement.
- Cut time-to-value 20% across Fortune 500 healthcare environments by restructuring deployment workflows and speeding rollout of high-impact detection use cases.
- Cut MTTR for one healthcare customer from 24 hours to 9 hours (63% faster) in six months by closing telemetry gaps, fixing asset classification, and connecting NDR data to SOC investigation workflows, preparing the SOC for AI-assisted detection.

Securonix | Strategic Customer Success Manager | 2021-2022

Next-gen SIEM | \$27M ARR | 6 enterprise accounts | 115% quota attainment | 100% renewal | 95% forecast accuracy

- Renewed 100% of contracts up for renewal across a 6-account, \$27M SIEM portfolio by spotting risk early, rebuilding stakeholder alignment, and stabilizing high-risk accounts with clear escalation ownership.
- Reached 95% renewal forecast accuracy through structured risk reviews, health scoring, and executive sponsor tracking.
- Improved log ingestion quality, detection coverage, and alert triage to move customers toward AI-assisted SIEM operations.

McAfee | Enterprise Customer Success Manager | 2019-2021

Endpoint, DLP, and threat intelligence | \$55M ARR | Fortune 500 | 125% quota attainment

- Grew a \$55M Fortune 500 portfolio 20% YoY by leading 14 multi-million-dollar renewal and expansion cycles.
- Protected enterprise revenue as senior escalation lead for the most complex Fortune 500 accounts.

- Improved adoption of endpoint, DLP, and threat intelligence platforms by mapping product usage to SOC workflows and executive risk priorities.

Auth0 (now Okta) | Senior Customer Success Manager | 2018-2019

IAM platform | \$15M ARR portfolio | 14 enterprise accounts | 99% retention | 115% NRR

- Delivered 115% NRR across 14 accounts at high-growth tech companies by leading executive business reviews with customer engineering, product, and executive leaders.
- Raised NPS from 33 to 65 by rebuilding success playbooks and introducing structured success planning.

Total Trial Services | Director of Customer Success | 2017-2018

Legal technology services | 87 clients | 8 direct reports

- Led customer engagement across 87 clients and managed an 8-person team.
- Coached and developed first-line managers to establish accountable, data-driven teams.
- Raised client retention from 73% to 95% by building onboarding, satisfaction tracking, and escalation processes.

Proofpoint | Customer Success Manager | 2015-2017

Email security | \$18M ARR | 18 enterprise accounts | 98% retention | \$1.65M+ expansion pipeline

- Maintained 98% retention across an \$18M portfolio of 18 enterprise accounts by driving adoption of email security and advanced threat protection.
- Built a \$1.65M+ expansion pipeline through health checks and customer engagement.
- Stabilized high-risk accounts by coordinating complex escalations across support, product, and engineering.

EARLIER EXPERIENCE

Keynote Systems, Global Enterprise Manager, Customer Success: Scaled the team from 8 to 17 direct reports, raised CSAT Top Box from 66% to 83%, and maintained 99% enterprise retention.

Trend Micro, Technical Account Manager / Customer Account Manager: Managed 11 enterprise financial-services and healthcare accounts across endpoint and network security, leading customer reviews, integrations, escalations, and adoption.

CORE SKILLS

Revenue: Renewal and expansion quota ownership, forecasting, NRR and GRR, churn prevention, account planning

Executive and cross-functional: CISO and SOC leader engagement, QBR and EBR delivery, escalation management, support, product, and engineering coordination

Security: NDR, SIEM, XDR and EDR, IAM, DLP, threat intelligence, SOC workflow optimization, security data pipelines, AI-assisted alert triage

Tools: Gainsight, Salesforce, Skilljar

CERTIFICATIONS

Certified Customer Success Manager (CCSM), Success Coaching | Certified Ethical Hacker (CEH) | AWS Cloud Practitioner Essentials | API Security Fundamentals, APIsec University | Support Professional Manager, TSIA

EDUCATION

Computer Science coursework, Eastern Michigan University | A.A., General Studies, Washtenaw Community College