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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 15-account, \$27M SIEM portfolio, Securonix
- **125% quota attainment and 20% YoY ARR growth** on a \$55M Fortune 500 portfolio, McAfee
- **115% NRR** across enterprise identity accounts, 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 | 15 enterprise accounts | 115% quota attainment | 100% renewal | 95% forecast accuracy

- Renewed 100% of contracts up for renewal across a 15-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 | Enterprise accounts | 115% NRR

- Delivered 115% NRR across enterprise identity accounts 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.
- Raised client retention from 73% to 95% by building onboarding, satisfaction tracking, and escalation processes.

Proofpoint | Customer Success Manager | 2015-2017

Email security and advanced threat protection | 18 accounts | ~\$18M ARR

- Held 98% retention across 18 enterprise accounts by driving adoption of email security and threat protection and resolving complex escalations with support, product, and engineering.

EARLIER EXPERIENCE

Keynote Systems, Global Enterprise Manager, Customer Success: grew the customer success team from 8 to 17 direct reports and held 99% enterprise retention on web performance monitoring accounts.

Trend Micro, Technical Account Manager and Customer Account Manager: 11 enterprise endpoint and network security accounts in financial services and healthcare.

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