

Qualifications Results-oriented, enthusiastic, detailed Customer Success Manager with comprehensive leadership and information security experience. Skilled in client relations, communication, project management, team building, and coaching/mentoring.

Certifications

2020	<i>Certified Customer Success Manager, SuccessCOACHING</i>
2020	<i>Swimlane Certified SOAR Administrator, Swimlane</i>
2017	<i>Security+, CompTIA</i>
2017	<i>Certified Counterintelligence Threat Analyst, McAfee Institute</i>
2011	<i>Six Sigma Green Belt, Aveta Business Institute</i>

Experience

2022 – Present	<i>Palo Alto Networks</i>	<i>Palo Alto, CA (Remote)</i>
<i>Customer Success Manager</i>		

Manage a book of work representing some of Palo Alto's largest and most influential customers, and maintain accounts totaling more than \$8.5 million ARR.

- Own the ultimate responsibility for the customer's on-boarding, adoption, satisfaction and advocacy across a portfolio of customers
- Develop a trusted advisor relationship with customer stakeholders, executive sponsors and partners to drive cybersecurity solution adoption to ensure they are leveraging the solution to achieve full business value
- Develop a comprehensive understanding of typical business and security challenges faced by customers and common cyber security objectives to appropriately map features and associated business benefits to address their needs
- Serve as a customer advocate in influencing product roadmap and improvements
- Advise and recommend on how the Palo Alto Networks cybersecurity solution can be used to help mature and improve a customer's Security Operations Center (SOC), Cloud Security Change Management process
- Manage performance metrics CSAT, Renewal rate, Reference-ability, Renewal likelihood, Adoption, Consumption, Customer Engagement. Identify renewal risk and collaborate with internal teams to remediate
- Identify risks to the customer achieving their stated business goals and work with the account team to build a risk mitigation plan or escalate, as needed

2021 – 2022	<i>Deepwatch</i>	<i>Tampa, FL (Remote)</i>
<i>Customer Success Manager</i>		

Ensured customers received the tools and support needed to improve their security posture. Demonstrated the program's return on investment. Maintained communication between the customer, operations, and sales teams.

- Served as the primary Point of Contact for the customer
- Established a Trusted Advisor or Strategic Partner relationship
- Worked with internal and external stakeholders
- Showcased ROI through various mechanisms, including Executive Business Reviews
- Managed and aligned expectations while holding people accountable
- Led customer engagement on service delivery issues
- Influenced onboarding improvements to ensure customers received value quickly
- Created promoters and influencers from among the customer base
- Identified upsell and cross-sell opportunities
- Provided alternate solutions to complex security problems

2020 – 2021

Swimlane

Denver, CO (Remote)

Customer Success Manager

Proactively orchestrated work to easily facilitate the customer's desired outcomes. Managed the speed and quality of Swimlane implementations.

- Advised customers to ensure high user adoption of Swimlane SOAR (Security Orchestration, Automation, and Response) use cases and integrations through knowledge of Swimlane best practices
- Built strategic relationships with key security leaders and end users
- Developed and facilitated annual Executive Business Reviews for each customer
- Produced project plans, identified risks, and clearly articulated both to project stakeholders
- Identified risks to churn and orchestrated a proper response
- Attended and represented Swimlane at select conferences and user groups
- Influenced product design decisions by being familiar with customers' emerging or unmet product needs
- Collaborated with cross-functional teams to provide subject matter expertise
- Enhanced team efficiencies through mentoring new hires and improving customer success processes, journey maps, and playbooks
- Used internal customer success software to log and plan activity for portfolio management
- Partnered with sales representatives to discover, collaborate, and close new and expansion business opportunities

2019 – 2020

Proofpoint

Sunnyvale, CA (Remote)

Managed Services – Proofpoint Security Awareness Training

Pushed creative thinking beyond the boundaries of existing industry practices and customer mindsets. Took ownership of assigned customers to ensure high levels of product adoption and success. Developed program plans and track results to ensure expected outcomes are achieved. Conducted seamless onboarding processes for new customers. Acted as a mentor and product expert toward customers and team members.

- Worked with customers to plan and execute security training programs
- Facilitated internal and external review meetings to discuss system improvements, reporting and statistics, quality, and processes

- Monitored, controlled, and supported service delivery and ensured that best practices were in place and being followed
- Developed implementation and communication strategies

2014 – 2018 Cofense (formerly PhishMe) Leesburg, VA (Remote)

Client Engagement Analyst (August 2014 – December 2014)

Senior Information Security Program Manager (December 2014 – November 2018)

Managed aspects of the Cofense program for clients. Interacted with Cofense customers and internal teams to deliver customized solutions and build strong relationships. Presented Executive Business Reviews to highlight program ROI. Ensured the delivery of projects to the clients' satisfaction. Identified opportunities to grow and enhance the clients' overall anti-phishing strategies. Trained and mentored team members.

- Established and implemented Cofense's best practices
- Completed training in the use of Cofense Triage
- Built and launched effective mock phishing programs using Cofense PhishMe
- Developed phishing content including email messages and educational materials
- Analyzed results from training activities tailored to customer requests
- Recommended program actions to ensure adequate user education
- Provided technical and operational guidance to Cofense customers
- Assisted clients and team members with creating custom HTML content

2013 – 2014 Ohio Department of Education Columbus, OH

Program Manager II

Managed double-agency project (Department of Education and Department of Job & Family Services), including coordination across three vendor partners.

- Gained approval of the program plan from executives and other stakeholders
- Gathered and qualified functional and technical requirements
- Managed program scope and negotiated approval of scope changes with stakeholders
- Identified and managed program risk, developed risk mitigation strategies, and tracked risks to closure
- Anticipated issues and proactively addressed them, resolving conflicts with sensitivity and tact

Technology

Software: Gainsight; Salesforce; Microsoft Office; Google Workspace; Planhat; Cloud Coach; Cofense PhishMe; Cofense Triage; ThreatSim; Proofpoint Security Awareness Training; Swimlane SOAR; SharePoint; Microsoft Project; Dreamweaver; Acrobat; Photoshop; Illustrator; WordPress; Trainersoft LMS; starQuiz LMS; Audacity

Languages: HTML; CSS; PHP; MySQL; Visual Basic 6

Operating Systems: iOS; Android; Windows; macOS; Kali Linux

Cloud Computing: OneDrive; Google Drive; Dropbox