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## Cyber Security Professional

*Skilled Customer focused, Cyber Security Professional with over 19 years of success leading complex troubleshooting, installations, configurations, and maintaining strong client relationships.*

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Adept Customer Success leader and cybersecurity professional with experience building talented technical teams in fast-paced environments. Skilled at designing and overseeing the integration of third-party applications into IT infrastructure, successful deployment of software, and development of software training programs for employees/customers. Accomplished business partner, leading teams of staff and driving positive change. Respected customer engagement and support specialist with demonstrated expertise partnering with clients, training and providing solutions for customers, and maintaining relationships pre-/post-sales.

### Highlights of Expertise

- Operational Leadership
- Management Reporting
- Third-Party Application Integration
- Customer Relationship Management
- Account Management
- Systems Administration
- Personnel Management & Development
- Software Training & Documentation

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## Career Experience

Cyberint, Boston, MA

### **CUSTOMER SUCCESS MANAGER** (4/2022 to 10/2023)

First CSM for the NA Team. Work closely with the VP of Customer Experience refining internal process, building playbooks. Designed and configured account details layout in HubSpot; create status reports outlining the health of accounts. Created various spreadsheets showing gap analysis and customer utilization. *(VP reference upon request)*

- Oversee the North America accounts post-sale and for the life of the account
- Responsible for demoing new features and products.
- Facilitate weekly, monthly syncs and QBR/EBR reviews present current status
- Review Customer Security stack to identify opportunities of upsell and/or cross sale
- Create proposals for renewals and upsells
- Work across multiple teams to provide customer feedback and resolutions.

Asimily, Sunnyvale, CA

### **DIRECTOR, CUSTOMER SUCCESS** (05/2021 to 12/2021)

Report directly to the CEO running the Customer Success program for both existing Customers and new Customers. Worked with engineering providing details for Customer support tickets, feature requests and product enhancements. Tracked Customer implementation status in HubSpot and Asana. *(CEO reference upon request)*

- Responsible for customers from post-sale to Implementation
- Designed and implemented Customer records and templates in HubSpot
- Responsible for training Customers on the product to ensure product stickiness

EclecticIQ, Reston, VA

### **MANAGER, CUSTOMER SUCCESS** (12/2018 to 05/2021)

Work closely with the VP of CSO creating process, building workflows and creating customer SLAs. Build account details layout in HubSpot and Confluence; create status reports outlining the health of accounts. Conduct scheduled meetings to discuss current and new issues or concerns.

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**Anomali**, Redwood City, CA

**CUSTOMER OPERATIONS MANAGER, FEDERAL** (01/2017 to 09/2018)

Govern the management, configuration, and setup of accounts for federal entities. Review account details in Salesforce and Confluence; draft reports outlining the status of accounts. Lead weekly meetings to identify and resolve customer issues and concerns.

**Invincea**, Fairfax, VA (02/2014 to 01/2017)

**SENIOR MANAGER | REGIONAL MANAGER | PROFESSIONAL SERVICES CONSULTANT** (02/2014 to 01/2017)

Conducted weekly meetings with direct reports, resolving various account issues. Oversaw setup and revision of account details in Salesforce, statements of work, and client documentation. Authored reports detailing account status. Drove successful deployment of Invincea Software for various companies. Provided quality support to clients, fostering strong relationships pre-/post-sales; assisted pre-sales staff with high-profile customers.

**Commonwealth Digital Office Solutions**, Sterling, VA

**SOLUTIONS ENGINEER** (06/2012 to 02/2014)

Collaborated with customers to establish and plan workflow; identified hardware requirements and opportunities for improvement, proposing appropriate hardware solutions. Designed, implemented, and trained customers on software, supplying remote and onsite support to East Coast customers.

**IndigoIT**, Reston, VA

**TIER 2 SYSTEMS ADMINISTRATOR** (02/2012 to 06/2012)

Administered active directory processes, including desktop, laptop, and printer support. Provided end-user support for Blackberry and Cisco VoIP.

**USIS**, Falls Church, VA

**PC TECHNICIAN** (05/2011 to 10/2011)

Carried-out installation and maintenance activities, configuring LANDesk Management Suite Core Server, administering LANDesk Core Server and the network for 500+ user accounts within Active Directory, and overseeing virus removal using McAfee and Malwarebytes. Supported users with onsite desktop and laptop assistance, utilizing LANDesk Management Suite to ensure software compliance and software license entitlement.

**ObjectVideo**, Reston, VA

**SYSTEMS ADMIN | SENIOR PC | LAN TECH** (09/2004 to 05/2011)

In consecutive roles, administered 75+ user accounts within Active Directory, configured Google applications, and designed new desktop and notebook systems for internal operations. Assist IT manager with server deployments, increasing network and storage efficiency and maintaining network monitoring systems.

## **Education & Credentials**

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**Certifications:** ITIL V3 Foundations, CDIA+

**Associate Degree**, Applied Science and Computer and Information Science  
Concentration in IT Networking and Security Management  
ECPI University, Manassas, VA

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