



CAREER AT A GLANCE

SAP America Incorporated
Industry Value Advisor Expert |
North America Industry Lead

**Customer Success and Value-Based
Selling Advisory Services**
Consultant | Advisory

Earlier

2014

2016

2018

2020

2022

Present

Nationwide Insurance, Dir of Business IT and Strategic Planning
Computer Sciences Corp, Global Software Portfolio Leader
National City, VP, Strategic Analytics and Information Systems
KeyCorp, SVP, Senior Manager Decision Support

BMC Software
Global AVP, Customer Success and Premier Support
Global Director of Customer Success And Program Excellence
Director of Value Engineering, Worldwide Lead

Transformational Strengths

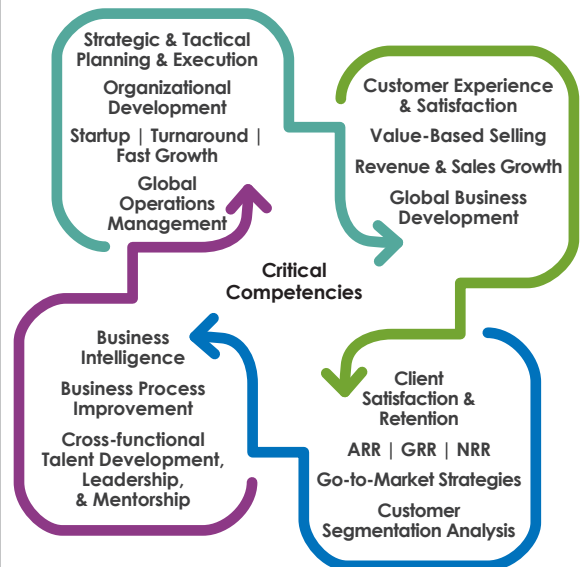
- **Highly adaptive, entrepreneurial Global Customer Success Executive/Leader** who builds and inspires world-class teams to meet ever-evolving customer needs, reduce pain points, and deliver the optimal customer experience through open dialogue, transparency, and innovation.
- **With determination and unwavering customer-first approach**, formulates and implements industry-leading integrated solutions, which drive and support exponential growth, organizational transitions, and product development across varied SaaS and financial services environments.
- **Fosters not only organizational sustainability and individual growth**, but trust, accountability, and consensus among strategic partners and internal and external stakeholders.
- **BA/BS, Finance**, John Carroll University.

**Strategic ♦ Customer Centric ♦ Enthusiastic ♦
Driven ♦ Courageous ♦ Creative**

Executive Expertise



Driving Sustainable Growth



DYNAMIC RESULTS

Increased Gross Retention Rate 16% globally and Net Retention Rate across business and product groups, including Onboarding SaaS, 65%; DSOM SaaS, 382%; and Premier Support, 28%.

Grew Managed Customers' Annual Recurring Revenue (ARR) 36%, translating to \$2.2B total group value.

Propelled revenue growth from inception to \$100M in year one and \$300M in year two for SAP Software's insurance and banking sectors.

Pioneered transition roadmap, shifting 80% of portfolio to HANA Enterprise Cloud environment, enhancing efficiency and support to 230 million cloud users and 100+ solutions across all business units.

