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BUILDING POST-SALE OPERATING SYSTEMS THAT IMPROVE RETENTION, EXPANSION, AI ADOPTION, AND ENTERPRISE VALUE

CAREER AT A GLANCE



WHAT I AM

I am a post-sale operating executive for companies where retention, expansion, services, support, and customer intelligence have become too important to run as disconnected functions.

I build the operating system that turns post-sale from a reactive customer function into a measurable revenue and value-creation engine.

THE LEVERAGE I BRING

Revenue Durability: NRR, GRR, renewal governance, forecast accuracy, risk detection

Expansion Readiness: Adoption, value realization, EBRs, expansion triggers, customer marketing

Customer Intelligence: Telemetry, support friction, VoC, product usage, services signal

Operating Discipline: Cadence, ownership, lifecycle governance, segmentation, inspection, board reporting

Customer Economics: Cost-to-serve, services margin, digital CS, support automation

AI-Enabled Scale: health scoring, support intelligence, workflow automation, human-in-the-loop governance

KIND OF ORGANIZATIONS I BUILD

Organizations that are:

- Commercially accountable
- Operationally disciplined
- Customer-aware
- AI-enabled
- Trusted by CEO and board
- Built on clear ownership, clean signal, disciplined cadence, measurable economics

And that:

- Protects revenue
- Creates expansion
- Improves customer economics
- Surfaces risk early
- Scales without heroics
- Turns customer intelligence into enterprise value

“Pat is a world class leader with the ability to scale operations while driving customer success focused outcomes in highly complex global environments. He is highly technical yet has the empathy and compassion to engage his team in their mission and vision. He dramatically improved, matured, and scaled customer facing support and success...”

Christian Smith, CRO, Splunk

THE OPERATING PROBLEM I SOLVE

Most post-sale organizations do not struggle because people lack effort. They struggle because ownership, signal, cadence, and economics are fragmented.

I connect them.

Customer Success, Support, Services, Renewals, Customer Operations, Product signal, and Customer Marketing become one operating model with:

- Clear accountability
- Measurable customer health
- Disciplined renewal governance
- AI-enabled prioritization
- Customer economics
- Executive visibility

The outcome is a post-sale engine that protects revenue, creates expansion, improves margins, and gives leadership a clearer view of customer risk and enterprise value.

PROOF AT A GLANCE

- \$250M ARR operating leadership
- \$312.5M post-sale P&L responsibility
- 125%+ NRR and 97%+ GRR
- 42% churn reduction
- 95–96% renewal forecast accuracy
- 23–34% lower cost-to-serve
- \$14.8M+ expansion ARR
- \$12.7M CS-led expansion ARR
- \$12.5M+ Professional Services business at 45–47% gross margin
- 95%+ on-time delivery across 1,000+ annual deployments
- 30,000 customers, 1.6M users, and 20,000-customer SMB scale
- Enterprise portfolios including 62% of the Fortune 50

WHY LOOK DEEPER

This overview shows the fit
My resume shows the progression.
My website shows the operating model.

Click the link or scan the code to see more



patferdig.com