Stephen Alter

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Principal Customer Success Manager | Customer Success Leader

Executes customer success strategies that drive renewal performance, retention, and enterprise SaaS growth.

Build durable customer success outcomes by stabilizing at-risk portfolios, aligning executive priorities to renewal strategy, and operationalizing adoption at scale across enterprise environments. Deliver consistent renewal performance and CSAT improvement within complex SaaS, ERP, and HCM ecosystems. Combine customer rescue expertise with disciplined process design and cross-functional leadership to convert risk into sustained, long-term customer value.

CORE EXPERTISE

Customer Success Management | Strategic Planning & Execution | Renewal & Retention Strategy | Customer Health & Risk Mitigation | Executive Stakeholder Engagement | Team Building & Leadership | Change Management | Process & SOP Development | Cross-Functional Collaboration | Budget Oversight & Portfolio Management | Product & Platform Adoption

PROFESSIONAL EXPERIENCE

Infor   **Jul 2017 – Nov 2025**

Principal Customer Success Manager (Oct 2022 – Nov 2025)

Owned strategic customer success oversight for enterprise SaaS HCM and ERP customers with portfolio exceeding $5M in renewals. Served as primary executive contact and escalation lead while aligning stakeholder business objectives with Infor services, renewal strategy, and customer value outcomes across multiple industries.

- Generated $2.5M in renewal revenue by retaining 14 at-risk customers and driving sustained 7% annual uplift across portfolio.
- Delivered 100% renewal rate during FY 2022–2023 and achieved 93% renewal rate during FY 2024 while improving CSAT scores across enterprise product line.
- Led renewal, reference, and up-sell execution by partnering cross-functionally with Sales to support expansion strategy, pipeline visibility, and revenue predictability.
- Improved satisfaction outcomes by owning escalations and risk mitigation for SaaS HCM and ERP customers and stakeholders.
- Increased long-term value realization by guiding customers on underutilized features aligned to business objectives and trends.
- Strengthened customer engagement consistency by conducting recurring sessions focused on risk management, evolving priorities, and value delivery outcomes.

Manager, Customer Success (ERP) (Jul 2017 – Feb 2023)

Directed customer success operations for SaaS HCM and ERP portfolio exceeding $26M in renewals while leading Customer Success Managers, specialists, and development resources across onshore and offshore teams. Championed renewal strategy, customer health execution, escalation management, and cross-functional alignment with Sales, Product, and Marketing to improve retention, adoption, and operational efficiency.

- Reduced operating costs by 10% by designing SOPs and scalable templates that accelerated issue resolution while maintaining service quality and customer satisfaction standards.
- Produced sustained renewal performance by achieving average of 8% renewal growth from FY 2017–2022 and 8% increase during FY 2021 across enterprise customer base.
- Boosted portfolio by owning renewal, reference, and customer health strategy for $26M ERP and HCM customer base.
- Reinforced execution consistency by scaling customer success delivery from one-to-one support to one-to-many engagement while supporting enterprise accounts.
- Advanced workforce capability by hiring, training, mentoring, and conducting reviews for Customer Success Managers.
- Accelerated adoption outcomes by coordinating proactive customer health processes using Pendo and Gainsight insights.
- Expanded organizational alignment by partnering with Product and Marketing to communicate enhancement requests, industry trends, and customer success outcomes.

Oracle   **Dec 2015 – Jun 2017**

ERP Cloud Principal Customer Success Manager | Service Auto Principal Customer Success Manager
Orchestrated enterprise customer success execution for Oracle ERP Cloud customers by aligning stakeholder objectives with platform adoption, renewal strategy, and measurable value realization. Functioned as primary liaison while partnering cross-functionally with Sales and internal teams to manage renewals, escalations, and executive engagement.

- Secured 100% customer renewal rate through proactive adoption alignment and account engagement.
- Sustained 10 out of 10 CSAT scores by delivering consistent service and executive-level relationship management.
- Bolstered customer value realization by guiding stakeholders on ROI-driven usage of Oracle ERP Cloud and capabilities.
- Amplified account opportunity visibility by collaborating with Sales teams to support lead development and customer growth.
- Resolved complex customer issues by owning escalation management between clients and internal Oracle delivery teams.

Enwisen / Infor   **Jun 2012 – Dec 2015**

Interim Manager, HCM (Senior Customer Success Manager)
Headed customer success operations for SaaS HCM portfolio while managing team of ten customer success professionals. Spearheaded renewal execution, escalation management, coaching cadence, and alignment with product development to drive customer satisfaction, retention, and operational consistency across HCM offerings.

- Achieved 93% team renewal rate by establishing 85% performance benchmarks and driving accountability across customer success organization.
- Heightened customer satisfaction outcomes by serving as escalation point for SaaS HCM customers and internal stakeholders.
- Maximized renewal outcomes by securing customer agreements to repurchase maintenance and support contracts.
- Optimized team execution by hiring, training, and coaching customer success staff through recurring one-on-one sessions focused on renewal objectives.
- Raised product alignment by partnering with development teams to communicate enhancement requests, customer feedback, and HCM industry best practices.

ADDITIONAL EXPERIENCE

Business Consultant SaaS HCM-Remote, Infor (Enwisen start-up originally)

Senior Business Analyst Consultant-Chicago, Infosys Technology

Project Integration Manager-Northbrook, Allstate Insurance

Application Consultant-Chicago, Kronos Incorporated

Implementation Consultant (Human Resources Systems), Lawson Software (Now INFOR)

Director Of Human Resources and Payroll, Rezko Enterprises

Assistant Director of Human Resources, University of Chicago and Hospitals

Human Resources Consultant to The Press, University of Chicago Press-CHICAGO(Freelance)

Human Resources Manager – Journals Division of the University of Chicago Press, University of Chicago Press-CHICAGO

Employment Coordinator/Recruiter- Temporary, University of Chicago Hospitals-CHICAGO

Team Relations Team Leader/Human Resources Generalist, Various States

EDUCATION & CERTIFICATIONS

Bachelor's Degree in Business, Purdue University, West Lafayette, IN

Associate's Degree in Business, Purdue University, West Lafayette, IN

Certifications

- **Generative AI**, Databricks, Issued Mar 2025

TECHNICAL PROFICIENCIES

SaaS | CloudSuite | Account Management | Services Software | Vendor Management | Customer Service | Cost Control | Financial Management | Acquisitions and Divestitures | Policy Design | Procedure Design | ERP | HCM | Service