

Stephen Alter

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Portfolio: 3593-Steve/Portfolio

Stephen Alter is an accomplished Customer Success executive with more than a decade of leadership experience driving renewal performance, enterprise SaaS adoption, and long-term customer value across complex HCM and ERP ecosystems. His career reflects a consistent ability to stabilize at-risk portfolios, elevate customer satisfaction, and operationalize scalable customer success frameworks that strengthen retention and revenue predictability.

Stephen most recently served as **Principal Customer Success Manager at Infor**, where he owned strategic success outcomes for enterprise SaaS HCM and ERP customers, with a renewal portfolio exceeding \$5M annually. In this role, he acted as the primary executive liaison for customer value realization, renewal strategy, and escalation leadership. Stephen delivered a standout performance, including generating \$2.5M in renewal revenue, retaining 14 at-risk **customers**, and driving a sustained **7% annual uplift** across his portfolio. He consistently achieved top-tier renewal outcomes, including a **100% renewal rate in FY22–23** and **93% in FY24**, while improving CSAT across the enterprise product line.

Before stepping into the principal role, Stephen served as **Manager of Customer Success (ERP)** at Infor, where he directed customer success operations for a **\$26M SaaS HCM and ERP portfolio** and led teams of Customer Success Managers, specialists, and offshore resources. He built scalable SOPs and templates that reduced operating costs by **10%**, strengthened customer health execution, and delivered sustained renewal growth averaging **8% annually** from FY17–FY22. Stephen also played a pivotal role in workforce development—hiring, mentoring, and coaching CSMs while elevating organizational alignment with Sales, Product, and Marketing.

Earlier in his career, Stephen held customer success leadership roles at **Oracle**, where he managed enterprise ERP Cloud customers and secured a **100% renewal rate** while maintaining **10/10 CSAT scores** through executive-level relationship management and proactive alignment with adoption. His tenure at **Enwisen/Infor** as Interim Manager, HCM, further showcased his leadership, during which he managed a team of 10 CSMs, achieved a 93% team renewal rate, and strengthened product alignment through structured feedback loops with development teams.

Stephen's career foundation includes roles in consulting, business analysis, HR leadership, and enterprise systems implementation—experience that gives him a uniquely holistic understanding of customer environments, change management, and cross-functional collaboration. His background spans organizations such as Infosys, Allstate, Kronos, Lawson Software, and the University of Chicago, where he developed deep expertise in HR systems, process optimization, and stakeholder engagement.

Across every role, Stephen has consistently demonstrated the ability to convert customer risk into long-term value, operationalize scalable success frameworks, and partner with executive stakeholders to align technology adoption with measurable business outcomes. His leadership style blends analytical rigor, customer empathy, and disciplined execution—qualities that have enabled him to deliver exceptional renewal performance, strengthen enterprise relationships, and build high-performing customer success teams.

Stephen holds a **Bachelor's and an Associate's Degree in Business from Purdue University** and a **Generative AI certification from Databricks (2025)**. He is recognized for his ability to translate complex SaaS and ERP environments into clear, actionable strategies that drive adoption, retention, and enterprise-wide value realization.