CHRIS FIORINO

CUSTOMER SUCCESS LEADER

CONTACT

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EDUCATION

TOWSON UNIVERSITY
- Bachelor of Science in Business
- Concentration in Finance

CONTINUED EDUCATION
- Nanodegree in Full Stack Web Development from Udacity
- Computer Science Courses
  - Towson University
  - Georgia Tech OMSCS

SKILLS

- Customer Success
- Leadership
- Data Analysis
- Business Strategy
- Excel | Sheets
- PowerPoint | Slides
- Software Development
- AI Dev Tools
- Cybersecurity

PROFILE

Proven leader in Customer Success and Technical Account Management with a strong background in SaaS and cybersecurity. Led teams managing over $65M in ARR, driving satisfaction and retention. Skilled in strategic planning, cross-functional collaboration, and solving complex technical challenges. Seeking a leadership role in Customer Success to lead high-performing teams, accelerate adoption and value realization, and deliver exceptional customer outcomes.

WORK EXPERIENCE

HUMAN (formerly PerimeterX)   **Apr 2018 - Feb 2025**

Sr Director of Technical Account Management   Apr 2024 - Feb 2025
- Oversaw $65M ARR, reduced churn below target in Q2–Q4 2024
- Led a 10-person CS team; implemented Gong, streamlined Salesforce processes, introduced JIRA Service Management

Director of Customer Success   Jan 2022 - Apr 2024
- Additional oversight, managing $35M ARR, cultivating growth through product adoption and retention strategies.
- Guided post-merger integration (Aug 2022) to maintain continuity and high satisfaction
- Ensured consistent performance through major organizational changes
- Drove strategic account plans to boost adoption and revenue

Manager, Customer Success Engineering   Jul 2020 – Jan 2022
- Built and led a 7-person CSE team
- Acted as escalation point for critical issues
- Developed account plans focused on adoption and expansion

Sr Customer Success Engineer   Aug 2019 – Jul 2020
- Created the first Professional Services offering (Sneaker & Hype Sale Protection), adding $1M+ in ARR
- Drove thought leadership through blogs, webinars, and product-education initiatives

Customer Success Engineer   Apr 2018 – Aug 2019
- Managed key customer relationships, business reviews, and adoption efforts
- Analyzed usage data and influenced product roadmap to align with client needs

AnalytixBar LLC   **Oct 2017 - April 2018**
Freelance Web Developer

Exponential Interactive   **May 2013 - Sept 2017**

Sr. Publisher Development Manager (Customer Success)   Apr 2016 - Sept 2017
Publisher Delivery Manager (Customer Success)   May 2013 - Apr 2016

Morgan Stanley   **Apr 2011 – May 2013**
Analyst I -> III (Securities Based Lending)