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

- AI Dev Tools
- Cyber Security
- Web Application Security
- Cloud Security
- Hype Sales | Sneaker Bots
- Customer Success
- Leadership
- Data Analysis | SQL
- Business Strategy
- Software Development
- JS, Python, CSS
- Excel | Google Sheets
- PowerPoint | Google Slides
- Business Dev | Sales

PROFILE

Proven leader in customer success and technical account management with a strong background in cybersecurity and SaaS startups. Built and led high-performing teams to drive customer satisfaction and retention, managing $65M+ ARR. Adept at strategic planning, cross-functional collaboration, and solving complex technical challenges. Seeking to lead technical GTM teams to deliver impactful customer outcomes and accelerate growth.

WORK EXPERIENCE

HUMAN (formerly PerimeterX)   Apr 2018 - Feb 2025

Senior Director of Technical Account Management   April 2024 - Feb 2025
- Oversaw a $65M ARR customer base, reducing churn by exceeding targets in Q2–Q4 2024 through strategic account management and risk mitigation.
- Assumed leadership of a 10-person customer success team, introducing Gong, streamlining Salesforce processes, and initiating JIRA Service Manager integration.

Director of Customer Success   Jan 2022 - April 2024
- Expanded oversight to include full Customer Success team, driving team growth and product adoption. Responsible for approximately $35 million in ARR.
- Led team and customer base during post-merger integration with HUMAN beginning in Aug 2022, ensuring continuity and high satisfaction.
- Developed internal processes and customer engagement strategies.
- Executed strategic account plans to increase product adoption and maximize revenue.

Manager, Customer Success Engineering   Jul 2020 – Jan 2022
- Built and led a team of seven customer success engineers and managers.
- Acted as escalation point for critical issues, resolving complex challenges efficiently.
- Developed strategic account plans focused on enhancing product adoption, retention, and CS identified expansion opportunities.

Senior Customer Success Engineer   Aug 2019 – Jul 2020
- Created and owned the company's first Professional Services offering (Sneaker and Hype Sale Protection), identifying market needs and delivering solutions. Generating over $1 million in additional ARR.
- Authored blogs and webinars to educate customers on product features and industry trends.

Customer Success Engineer   Apr 2018 – Aug 2019
- Owned key customer relationships, aligning product roadmaps with customer needs.
- Analyzed usage data to identify trends and opportunities, informing product strategy.

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)