



CONTACT

+1 443-904-2141

chris.fiorino@gmail.com

Rockville, MD 20852

chrisfiorino.com
• EarliBirdi.com

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

CHRIS FIORINO

CUSTOMER SUCCESS LEADER

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)** 2018 - 2025
 - Senior Director of Technical Account Management April 2024 - Feb 2025
 - Managed a customer base of \$65 million in ARR, beating churn goal in final three quarters of 2024, through strategic oversight and proactive risk management.
 - Took over leadership of 10 person customer success team in April, implementing Gong, improving Salesforce hygiene, and initial phase of integration of JIRA Service Manager.
 - 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** 2013 - 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)