

David Larsen

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Professional Summary

Enterprise-focused Customer Success Manager with technical depth in APIs, Kubernetes, and security tooling. Experienced in managing enterprise portfolios, driving retention and expansion (NRR/GRR), and translating technical solutions into executive-level ROI. Proven at building playbooks, scalable processes, and adoption frameworks that align product capabilities with measurable customer outcomes.

Professional Experience

Technical Success Manager – *Socket*

Sep 2025 – Present | Remote

Own enterprise customer portfolios representing significant ARR, ensuring retention and expansion through technical partnership and executive engagement.

Drive adoption of Socket's secure software supply chain platform by aligning product capabilities with customer security and compliance priorities.

Lead onboarding, enablement, and QBRs with engineering, security, and executive stakeholders to expand account footprint and reduce risk.

Provide hands-on technical guidance across APIs, integrations, and adoption workflows to embed Socket into enterprise development pipelines.

Collaborate cross-functionally with Product and Engineering to translate customer feedback into roadmap influence and improved value delivery.

Manager, Customer Support & Success Operations – *Sentry*

Nov 2023 – July 2025 | Remote

Directed global support and success operations for enterprise accounts; launched 24/7 on-call processes improving critical response times by 50%.

Implemented AI-driven knowledge systems and adoption workflows, reducing resolution times by 20% and increasing enterprise customer self-service.

Established incident SLOs and AI-powered RCA summaries to strengthen executive communication and trust with strategic accounts.

Partnered with Customer Success leadership to monitor renewal health, influence expansion strategies, and increase retention across high-value accounts.

Senior Manager, Customer Support – *Synapse*

Jul 2021 – Oct 2023 | Remote

Migrated support operations from Slack to Zendesk, increasing SLA compliance by 25% and improving visibility for enterprise customers.

Built KPI and SLA frameworks that reduced backlog by 45%, directly improving customer satisfaction and retention.

Managed technical escalations across APIs, authentication, and platform reliability for enterprise accounts.

Partnered with CSMs and Sales to reduce churn and identify expansion opportunities in high-ARR accounts.

Senior Technical Support Engineer – Contrast Security

Apr 2019 – Jul 2021 | Baltimore, MD

Supported enterprise deployments of Java and .NET security agents, troubleshooting complex environments.

Authored technical documentation and deep-dive guides that reduced recurring issues by 15% and improved adoption of security features.

Delivered technical insights to accelerate troubleshooting and increase time-to-value for enterprise accounts.

Recognized with Customer Success Person of the Year (2020) for cross-functional impact on renewals and satisfaction.

Adjunct Professor – Howard Community College

2018 – 2020 | Columbia, MD

Designed and delivered cybersecurity labs covering real-world network traffic analysis, password cracking, and cryptography fundamentals.

Provided personalized support during labs, boosting student comprehension and completion rates by 15%.

Technical Support Engineer – Tenable

Jan 2017 – Apr 2019 | Columbia, MD

Delivered advanced technical troubleshooting for enterprise vulnerability management products.

Optimized internal support processes by improving knowledge base content and macro use, reducing average ticket resolution times by 20%.

Education

Bachelor's Degree in Computer Networks and Cybersecurity – University of Maryland Global Campus

2013 – 2017

Skills

Customer Success: Enterprise account management, retention & expansion (NRR/GRR), QBRs, executive alignment, playbooks & process design

Technical: APIs, Kubernetes, Postman, SQL, security agents, integrations, cloud infrastructure

Platforms: Salesforce, Gainsight, HubSpot, Gong, Splunk, Linear, Jira, Slack

Certifications: KCS v6, Zendesk Administrator Expert, Security+, Intelligent Swarming, OSS Security

Certifications

Intelligent Swarming Fundamentals Certification – Consortium for Service Innovation (Nov 2023)

Introduction to Open Source Security and Dependency Management – Endor Labs (Aug 2023)
Zendesk Support Administrator Expert – Zendesk (Sep 2022)
KCS v6 Fundamentals Certification – KCS in Action (Apr 2022)
Sumo Logic Certification – Sumo Logic (Jan 2020)
Certified Linux Administrator (LPIC-1) – Linux Professional Institute (Nov 2016)
CompTIA Security+ – CompTIA (Apr 2016)
CompTIA Linux+ – CompTIA (Jan 2016)