



CHRIS FIORINO

CUSTOMER SUCCESS LEADER

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
 - Assumed additional oversight, managing \$35M in ARR and 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)**

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