

Steven Garboden II

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EXPERIENCE

Heap, Inc

Aug 2019 – present

Senior Customer Success Manager, May 2022 - present

- Manage a high-impact Enterprise portfolio ranging from 50-250k ACV with 92% FY 24' + NR attainment
- Develop and execute against customized client success plans to ensure positive business outcomes
- Actively monitor customer health and collaborate with leadership to mitigate potential risk
- Work cross functionally with Sales, Support and Product to be the VOC internally
- Facilitate customer roadmap reviews with senior product leadership that strengthens our brand image and overall relationship with clients

Customer Success Manager, July 2020 - May 2022

- Managed a diverse BoB of 50-60 clients with ACV 30k-100k(~5M ARR) with FY 23' 112% NR attainment
- Two-time annual President's Club winner – FY 21', FY 22' and SMB CSM of the Quarter – Q1 '21, Q2'21
- Delivered actionable recommendations as the data, product, and results expert
- Worked with Sales counterparts to proactively attach new products aligned to customer business goals to drive incremental revenue

Account Manager, Aug 2019 - July 2020

- Managed 3M+ ARR BoB in Finserve, SaaS, and Ecomm verticals
- Proactively nurtured relationships and expanded ACV via identified upsell opps to consistently exceed quota(115% FY 21')
- Ensure on time renewals and accurate SFDC hygiene

Sparkpost

Jan 2018 – July 2019

Account Manager, Feb 2019 - July 2019

- Developed, grew, and retained a 5M+ ARR book of business with large enterprise clients (Uber, Kayak, CareerBuilder, Cisco, SurveyMonkey etc.)
- Managed all contract renewals, PO and expansion opportunities within given accounts
- Communicated directly with clients to discuss our technology, strategy and performance

Sales Development Representative, Jan 2018 - Feb 2019

- 2x SDR of the month including first month as a new SDR
- First SDR at SparkPost to achieve 10 qualified meetings set and held in a single month
- Collaborated with our AEs to continue identifying key expansion opportunities

Strava

Aug 2013 – Jan 2018

Technical Support Specialist

- Troubleshoot, documented, and updated user facing bugs while acting as an athlete advocate to improve our overall user and product experience
- Top producing agent in tickets solved responding to 60-80 emails daily

EDUCATION

University of San Francisco

Graduated 2013

- Major: Kinesiology

VOLUNTEER AND ACTIVITIES

DI Athlete, XC + Track and Field

Aug 2008 – Jun 2013

- Team captain (2013), School Record Holder (mile(4:05), 1500m), NCAA Quarter Finalist (1500m) WCC Academic Honor Roll (XC), All Academic Team (XC)

Meals on Wheels Friendly Visitor

Sept 2013 – present

SKILLS AND INTERESTS

Traits: Coachable, Naturally Curious, Teamwork, Proactive

Skills: Change Management, Problem Solving, Relationship Building, SFDC, Outreach, Catalyst, Tableau/Looker, Retool

Interests: Golf, Running, Cycling, Vinyl, Travel