

# Nathan Spear

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## PROFESSIONAL SUMMARY

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Principal Enterprise Customer Success Manager with deep experience driving adoption, retention, and expansion across SaaS, cloud, and infrastructure platforms. Partners with network, security, and platform teams on infrastructure visibility and observability, and translates technical outcomes into business value for C-level stakeholders. Known for restoring clarity in complex environments, building trusted executive relationships, and applying data-informed FinOps discipline to create durable customer value. Also operates AI Handyman, an independent Portland-area practice helping small businesses and nonprofits audit tools and spend, automate repetitive workflows, and adopt AI with practical, plain-language training.

## CAREER HIGHLIGHTS

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### Enterprise Retention and Growth

Exceeded SaaS benchmarks by driving Net Revenue Retention to 151% versus 120% best in class, building a data-driven renewal engine that unified PLG usage signals with sales-led motions across 60+ accounts and grew expansion ARR beyond 50%.

### Cloud FinOps Leadership and Governance

Created a four-lever cost savings framework using managed RIs, SPs, EDP, and MAP programs, delivering up to 43% customer savings and securing \$400K in credits, while designing governance models spanning chargeback, showback, budget guardrails, anomaly detection, and policy-as-code enforcement.

### Strategic Cloud Advisory

Guided \$36M ARR enterprise customers on strategic cloud initiatives that improved efficiency, increased adoption, and strengthened compliance, security, and risk management while building trusted relationships with CTO, CIO, and VP stakeholders.

### Multi-Cloud Network Visibility and Architecture

Guided enterprise customers on network security and multi-cloud visibility across AWS VPC, Azure VNet, and GCP environments using F5 load balancers, Cisco infrastructure, and observability platforms including Datadog and AppDynamics.

### Cloud Co-Sell and Ecosystem Growth

Delivered a 25% increase in cloud adoption and \$2M in co-sell revenue by aligning AWS, Azure, and GCP partnerships with operational health reporting and executive business reviews.

### Infrastructure Modernization

Secured \$650K in AWS MAP funding to migrate 1,200 servers, retiring 40% of on-prem footprint and enabling 30% year-over-year cloud expansion.

### Channel Program Enablement

Designed and executed channel programs training 5,000+ partner sales and technical staff, increasing certifications 30%, improving win rates 20%, and generating \$35M in annual channel revenue.

## WORK EXPERIENCE

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### Principal and Founder

**AI Handyman** · Happy Valley, OR · 08/2025 to Present

*AI Handyman provides practical AI consulting and automation for organizations running lean without a dedicated IT or operations function. Focus is on hands-on implementation: free consultations, written recommendations with concrete options and cost guidance, then scoped projects or ongoing monthly support clients can pause or cancel anytime.*

- **Consultative discovery:** Lead free 30-minute conversations on operational pain points and existing tools, followed by written recommendations with tailored options, time ranges, and plain-language cost guidance.
- **Workflow automation:** Implement appointment reminders, no-show follow-ups, email triage and drafting, donor or client communication sequences, and lightweight connections between booking, billing, POS, and spreadsheet workflows.

- **Stack and spend audits:** Review Google Workspace, Microsoft 365, SaaS subscriptions, and line-of-business tools; document cost, overlap, and gaps; recommend what to keep, cut, or replace without reselling software or accepting vendor referral fees.
- **Enablement and documentation:** Explain setups in plain language, leave written documentation, and prioritize sustainable use so clients are not locked into opaque ongoing dependency.

### Senior Customer Success Manager

**CloudQuery, Inc.** · Remote · 03/2025 to 07/2025

*Architected CloudQuery's post-sales engine, owning forecasting, renewals, and customer outcomes while partnering with security and platform teams to align asset inventory, visibility, and cost controls with governance, compliance, and production readiness.*

- Delivered 151% NRR and a full renewal rate across eight contracts during a high-risk product transition, using expansion plays, executive alignment, and value reviews.
- Built a renewals engine in six weeks using consumption telemetry across 60+ accounts, triggering targeted plays that reduced churn risk and grew expansion ARR 51%.
- Built CS from zero across \$4M ARR, owning onboarding, renewals, expansion, and advocacy while mapping the end-to-end lifecycle, fixing five handoff points, and raising engagement roughly 20%.
- Owned Customer Success and Support, building escalation paths, tiered SLAs, and a unified runbook while training engineering on rotations and improving response consistency and time to resolution.
- Synthesized usage data and customer feedback into product insights that influenced roadmap decisions and improved adoption consistency across technical users.

### Advisory Customer Success Manager, Strategic Accounts

**Rackspace Technology** · Remote · 06/2022 to 09/2024

*Managed a \$36M ARR Fortune 500 portfolio with 98% retention, guiding FinOps strategy, cloud governance, onboarding, renewals, and expansion for security-conscious enterprise environments.*

- Converted seven AWS and Azure customers from monthly to multi-year terms by aligning usage patterns, cost forecasts, and financial risk, leading negotiations and securing \$327K MRR.
- Found churn risk three months before renewal on key workloads, partnered with Support and Product on targeted save plans, preserved \$3M ARR, and kept the account steady through the next contract cycle.
- Led customer-facing FinOps engagements, analyzing usage, commitments, and spend drivers to deliver 20-35% cost reductions through RIs, SPs, rightsizing, anomaly detection, and tagging compliance.
- Established cloud cost governance, documentation standards, and cross-functional reviews involving finance, engineering, and product teams across a \$36M environment, improving reporting accuracy, tagging hygiene, and workload-level KPI visibility.
- Drove \$2M+ in co-sell revenue with AWS, Azure, and GCP while boosting adoption 25%.
- Supported 20+ presales discovery cycles and prospect qualification, contributing to \$5M in revenue across enterprise managed services and professional services customers.
- Advised on network security with F5 firewalls and load balancers and guided multi-cloud architecture and visibility using Datadog and AppDynamics.

### Technical Account Manager and Customer Success Manager

**Redapt, Inc.** · Remote · 07/2020 to 04/2022

*Drove adoption, retention, and expansion across an eight-figure enterprise portfolio through cost optimization, FinOps frameworks, and technical success plans, delivering seven-figure savings and securing multi-million renewals.*

- Managed an eight-figure ARR enterprise portfolio, delivering 150% portfolio growth in 12 months with zero churn across key accounts and cutting churn 15% through a health score and usage-pattern early-warning framework.
- Led tagging, allocation, showback, and budget controls while supporting rightsizing, RI and Savings Plan strategy, and cost visibility aligned to security, identity, and access requirements; designed AWS and Azure optimization playbooks that delivered 30%+ cost reductions for enterprise cloud teams.
- Led onboarding and implementation of CloudHealth for strategic accounts, building dashboards and reports that streamlined cloud operations and lowered spend 30% across several accounts.
- Coordinated AWS MAP migrations, securing \$400K in credits and improving retention; enhanced renewal forecasting to identify \$2M+ in qualified expansion pipeline.

- Led technical response during high-impact incidents, coordinating cross-functional teams to restore systems, reduce downtime, and deliver clear executive communication.
- Partnered with engineering and DevOps teams to translate efficiency recommendations into operational changes, delivering measurable cost reductions and improved customer outcomes.

### **Enterprise Customer Success Manager**

**ZoomInfo** · Vancouver, WA · 01/2020 to 04/2020

*Drove enterprise adoption, retention, and renewals across a multi-million-dollar portfolio, reducing churn 12%, preserving \$1.5M ARR, and delivering measurable ROI through onboarding, success plans, and regular QBRs.*

- Built tailored success plans for 20+ enterprise clients in four months, aligning platform capabilities with business goals, raising adoption 25%, and tying outcomes to clear ROI.
- Increased feature usage 20% within 90 days through consultative success planning.
- Cut onboarding time 25% by creating scalable templates for implementation workflows.

### **Account Manager**

**Extensis** · Portland, OR · 07/2018 to 08/2019

*Drove adoption, retention, renewals, and cross-sell for DAM accounts, boosting retention 15% and sales efficiency 25% through reusable templates, integrations, and streamlined processes.*

- Guided enterprise clients through font management and licensing modernization, aligning technical requirements with compliance needs and improving renewals through clearer roadmaps and support workflows.
- Delivered 20% adoption lift by connecting DAM and font management solutions for operational efficiency.
- Expanded sales pipeline 450% using targeted campaigns and HubSpot analytics.

### **Field Sales Executive, Data Center Group**

**Lenovo** · Remote · 03/2016 to 07/2017

*Delivered hybrid cloud and IT modernization solutions, exceeding quota with \$5M in sales, building partner strategies, expanding territory reach, and guiding enterprises on modernization, optimization, and cloud adoption.*

- Led Microsoft-focused modernization projects, migrating 1,200 legacy servers and retiring 40% of on-prem systems, enabling a 30% year-over-year cloud expansion path.
- Built customer roadmaps and SOWs for Azure-aligned hybrid deployments across Lenovo HX and SAP HANA, improving delivery quality and supporting stronger renewal readiness.
- Achieved 131% quota and 300% growth by capturing a \$1.6M Nutanix HCI deal.
- Closed a \$1.8M Lenovo HX infrastructure deal for a regional insurance provider through the channel, aligning OEM, reseller, and customer stakeholders around a modernization strategy that improved performance, resilience, and operational efficiency.
- Delivered 200+ training sessions, increasing partner certifications 30% and generating \$35M in channel revenue.
- Improved forecasting accuracy 20% through KPI dashboards and pipeline modeling.

### **Services Sales Executive**

**mindSHIFT Technologies** · Portland, OR · 07/2014 to 03/2016

*Drove IT services sales across cloud, cybersecurity, and managed infrastructure, partnering with SMB and enterprise clients to generate multi-million ARR growth while improving efficiency, compliance, and security.*

- Closed \$3.2M ARR by identifying client needs and customizing managed IT offerings.
- Strengthened renewals 20% through strategic account reviews and KPI reporting.
- Delivered quarterly Microsoft cloud consultations for O365, Active Directory, and hybrid environments, creating modernization plans that supported long-term renewal stability.
- Scoped and delivered Azure and O365 migrations with service desk and engineering, improving licensing accuracy, reducing escalations, and increasing customer satisfaction.

### **Senior Technical Account Manager, Enterprise Platforms**

**IBM** · Remote · 06/2007 to 07/2014

Served as a senior technical liaison supporting large-scale environments, partnering with systems integrators and delivery teams on infrastructure readiness, platform upgrades, and production stability across complex multi-vendor deployments.

- Served as the hardware platform SME for large-scale SAP environments, supporting multi-year enterprise upgrades and migrations by advising on architecture readiness, capacity planning, and risk mitigation across mission-critical workloads at Fortune 100 accounts including Nike.
- Delivered presales consulting for datacenter infrastructure including compute, storage, Windows, Linux, and VMware platforms, designing and presenting architectures aligned to performance, scalability, and reliability requirements.
- Supported RFP responses, proposals, and proofs of concept for large-scale enterprise deals.
- Enabled \$35M+ annual channel revenue through co-sell strategy and KPI-based enablement.
- Educated 5,000+ sellers annually, increasing partner certifications 30% and win rates 20%.

## PROJECTS

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### AI Powered Resume and Job Fit Platform

Designed and built an AI-powered resume website that evaluates job fit and dynamically surfaces role-specific skills, bullets, and narratives using LLM analysis.

[www.nathanspear.com](http://www.nathanspear.com)

### Briefly AI Chrome Extension

Built and shipped an AI-powered Chrome extension delivering real-time company research and insights using LLM workflows and APIs.

[github.com/nathanspear/Briefly](https://github.com/nathanspear/Briefly)

### ChatVault Exporter

Privacy-first Chrome extension that exports AI chat conversations from ChatGPT, Claude, Gemini, Perplexity, and Grok to Markdown and JSON. No data leaves the device.

[nathanspear.com/tools/chatvault](http://nathanspear.com/tools/chatvault)

### AI Handyman Services

Independent Portland-area AI consulting for small businesses and nonprofits: operational audits, workflow automation, AI-assisted document workflows, and hands-on staff training. No software resale or vendor referral fees.

[aihandyman.services](http://aihandyman.services)

## SKILLS

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Enterprise Customer Success · Renewal and Expansion Strategy · Cloud Cost Optimization · FinOps Practices · Cloud Economics · Financial Governance · Customer Health Analytics · Strategic Account Planning · Executive Stakeholder Management · Value Realization Planning · Risk Mitigation · SaaS Adoption Strategy · Data-Driven Decision Making · Cross-Functional Leadership · Customer Advocacy

## SOFTWARE, PLATFORMS, AND TOOLS

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### Cloud and FinOps Platforms

Apptio · Cloudability · CloudHealth · AWS Console · Azure Portal · GCP Console

### Analytics and Data

Power BI · Tableau · SQL · Excel

### Customer Success and Delivery

Salesforce · Gainsight · Jira · Confluence · Slack · Microsoft Teams

### AI-Assisted Productivity and Analysis

ChatGPT · Claude · Google Gemini · Perplexity · GitHub Copilot · Cursor · NotebookLM · Gong AI · Lovable

## MEMBERSHIPS

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FinOps Foundation · TBM Council Community Member · Pavilion

## CERTIFICATIONS

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FinOps Certified Practitioner  
Microsoft Azure Fundamentals (AZ-900)  
AWS Certified Cloud Practitioner  
AWS Partner: Cloud Economics Accreditation  
AWS Well-Architected Badge  
CloudHealth Platform Administrator  
Certified Customer Success Manager L1 to L2  
Certified Customer Success Specialist  
Rackspace MultiCloud Practitioner  
Pavilion: From CSM to CS Leader  
Pavilion: CSM School  
Pavilion: AI in GTM  
DevOps Foundation Certified  
Introduction to FOCUS  
StepUpExchange: CS Business Leadership

## **EDUCATION**

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### **Cornell University**

Project Management Certificate Program

### **Portland State University, School of Business**

B.S. in Information Systems and Quantitative Analysis