# Nathan Spear

Enterprise Customer Success Manager and FinOps Professional

Portland, OR
(503) 888-0654
ns@nathanspear.com

linkedin.com/in/nathan-spear
www.nathanspear.com

## Professional Summary

Principal Enterprise Customer Success Manager with deep experience driving enterprise adoption, retention, and expansion across SaaS, cloud, and infrastructure platforms. Known for activating momentum, restoring clarity in complex environments, and building trusted executive relationships. Driven by data informed outcomes, FinOps discipline, and durable customer value.

## Career Highlights

### Enterprise Retention and Growth

- Exceeded SaaS benchmarks by driving Net Revenue Retention to 151% vs 120% best in class, launching a data driven renewal engine that merged PLG usage insights with deal management, strengthening retention and expansion outcomes.

### Cloud Cost Optimization and FinOps Leadership

- Created a four lever cost savings framework using managed RIs, SPs, EDP, and MAP programs, doubling MRR above $1M and securing $400K in credits while driving 34 to 43% customer savings and 50% business growth.

### 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 VPs.

### Enterprise FinOps Automation and Governance

- Designed and implemented cloud cost governance models spanning chargeback and showback, budget guardrails, anomaly detection, and policy as code enforcement. Partnered with platform, application, security, and finance teams to embed cost efficiency into architecture decisions without compromising reliability or compliance.

### PLG and SLG Engine

- Built a usage based renewal program across 60+ accounts, unifying product led and sales led motions while driving expansion ARR growth beyond 50% through lifecycle alignment and outcome focused success.

### 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, producing measurable customer success outcomes.

**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

### Senior Customer Success Manager

CloudQuery, Inc. (Remote • 03/2025 to 07/2025)
CloudQuery provides open source data integration for cloud and SaaS asset inventory, security and FinOps. Architected CloudQuery's post sales engine owning forecasting, renewals, and outcomes while partnering with security and platform teams to align asset inventory, visibility, and cost controls with governance, compliance, and production readiness.

- Enterprise Revenue Ownership: Secured enterprise renewals during a high risk product transition. Used expansion plays, executive alignment, and value reviews. Delivered 151% NRR and a full renewal rate across eight contracts.
- Lifecycle Leadership: Drove 151% NRR and 0% churn by designing customer journey frameworks across 60+ accounts.
- Renewals Engine Design: Built a renewals engine in six weeks using consumption telemetry and usage data across more than sixty accounts. Triggered targeted plays that reduced churn risk and increased expansion ARR by 51%.
- Founding CS Leadership: Built CS from zero, owning onboarding, renewals, and expansion across 60+ customers.
- Customer Journey Optimization: Mapped the first end to end lifecycle, fixed five handoff points, and partnered with customer marketing to turn wins into advocacy. Engagement rose about 20% across more than sixty accounts.
- Revenue and Trajectory Ownership: Owned $4M ARR renewals and expansion across 60+ enterprise accounts, supporting lead development, onboarding, engagement, and revenue trajectory in a fast paced startup.
- Executive Stakeholder and Program Leadership: Led executive conversations and QBRs that translated platform usage and roadmap direction into business value, strengthening trust, renewal confidence, and long term growth.
- CS and Support Ownership: Owned Customer Success and Support. Built escalation paths, tiered SLAs, and a unified runbook. Trained engineering, set rotations, and improved response consistency and time to resolution.
- Workflow Governance: Built and maintained scalable workflows, dashboards, and Jira tracking that improved backlog hygiene 30% and strengthened cross functional collaboration across engineering, product, and finance.
- Product Advocacy: 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)
Rackspace delivers multi cloud solutions across AWS, Azure, GCP, and private cloud.

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

- Revenue Assurance and Renewals: Converted 7 AWS and Azure customers from monthly to multi year terms by aligning usage patterns, cost forecasts, and financial risk. Led negotiations, secured $327K MRR, and enabling expansion.
- Churn Mitigation: Found churn risk 3 months before renewal on key workloads. Worked with Support and Product on targeted save plans. Preserved $3M ARR and kept the account steady through the next contract cycle.
- Cloud Cost Optimization Execution with AWS Ecosystem: Led customer facing FinOps engagements, analyzing usage, commitments, and spend drivers to deliver 20 to 35% cost reductions through RIs, SPs, and tagging strategy.
- Optimization Programs: Delivered cost efficiency through rightsizing, workload refinement, anomaly detection, and tagging compliance, identifying 20 to 35% savings across multi cloud systems.
- Cloud Cost Reporting: Led AWS, Azure, and GCP cost reporting, dashboards, and variance analysis for a $36M environment, improving organizational awareness of economics, tagging hygiene, and workload level KPIs.
- Governance Frameworks: Established cloud cost governance, documentation standards, and cross functional reviews involving finance, engineering, and product teams to improve accountability and reporting accuracy.
- Partner Collaboration: Drove $2M+ co sell revenue with AWS, Azure, and GCP, boosting adoption 25%.
- Enterprise MSP Advisory: Managed 12 to 27 enterprise customers with $5M to $35M portfolios, delivering managed cloud services and professional services across AWS and Azure.
- Presales and Sales Opportunities: Supported 20+ presales discovery cycles, prospect qualification, and sales opportunities, contributing to $5M revenue for enterprise managed services and professional services customers.
- Cloud Advisory: Served as a trusted advisor across AWS, Azure, and GCP portfolios totaling $36M ARR, guiding cloud efficiency, optimization, and governance initiatives.

## Technical Account Manager and Customer Success Manager

Redapt, Inc. (Remote • 07/2020 to 04/2022)
Redapt provides cloud resell, FinOps consulting, data center infrastructure, and managed services.
Drove adoption, retention, and expansion across an eight figure enterprise portfolio through cost optimization, FinOps frameworks, and technical success plans, secured multi million renewals, and delivered seven figure savings.

- Portfolio Growth: Managed an eight figure ARR enterprise portfolio through strategic planning, executive alignment, and cross functional coordination. Delivered 150% portfolio growth in 12 months with 0 churn across key accounts.
- Churn Prevention and Renewals: Built a proactive churn mitigation framework using health scores, ticket trends, and usage patterns. Cut churn by 15% and secured more than $2M in enterprise renewals.
- Cloud Cost Optimization and Governance: 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.
- CloudHealth Integration: Led onboarding and implementation of CloudHealth for strategic accounts. Built dashboards and reports that streamlined cloud operations and lowered spend by 30% across several accounts.

- FinOps Playbooks: Designed AWS and Azure optimization playbooks covering tagging, rightsizing, automation, dashboards, and budgeting workflows, improving KPI performance and reducing waste for enterprise cloud teams.
- Efficiency Optimization: Partnered with engineering and DevOps teams to translate efficiency recommendations into operational changes, delivering 30%+ cost reductions for customers.
- Partner Execution: Coordinated AWS MAP migrations, securing $400K in credits and improving retention.
- Forecast Accuracy: Enhanced renewal forecasting to identify $2M+ in qualified expansion pipeline.
- Incident Leadership: Led technical response during high impact incidents, coordinating cross functional teams to restore systems, reduce downtime, and provide clear executive communication during critical events.
- Customer Advisory and Technical Enablement: Advised customers on cloud cost efficiency, architecture tradeoffs, and operational readiness while supporting onboarding, renewals, and expansion through measurable financial outcomes.

## Enterprise Customer Success Manager

ZoomInfo (Vancouver, WA • 01/2020 to 04/2020)
ZoomInfo delivers B2B go to market data and sales intelligence.
Drove enterprise adoption, retention, and renewals across a multi million dollar portfolio, reducing churn by 12%, preserving $1.5M ARR, and delivering measurable ROI through onboarding, success plans, and data driven engagement.

- Churn Prevention: In the first quarter, monitored engagement and usage trends across more than fifteen high value accounts. Found and resolved churn risks, improved retention by 15%, and protected $1.5M ARR.
- Customer Success Planning: Built tailored success plans for more than 20 enterprise clients in 4 months. Aligned platform capabilities with business goals, raised adoption by 25%, improved retention by 15%, and tied outcomes to clear ROI.
- Adoption Growth: Increased feature usage 20% within 90 days through consultative success planning.
- Process Efficiency: Cut onboarding time 25% by creating scalable templates for implementation workflows.
- Customer Engagement: Led regular check ins and QBRs to maintain engagement, satisfaction, and long term platform usage.

## Account Manager

Extensis (Portland, OR • 07/2018 to 08/2019)
Extensis offers digital asset and font management SaaS software for creative teams.
Drove adoption, retention, renewals, and cross sell for DAM accounts, boosting retention 15% and sales efficiency 25% through reusable templates, integrations, and streamlined processes that improved adoption and renewal outcomes.

- Renewal Strategy: Improved SaaS renewals 15% by aligning DAM features to client KPIs and workflow goals.
- Enterprise Licensing Advisory: Guided enterprise clients through font management and licensing modernization, aligning technical requirements with compliance needs and improving renewals through clearer roadmaps and support workflows.
- Cross Sell Wins: Delivered 20% adoption lift by connecting DAM and font management solutions for efficiency.
- Pipeline Growth: Expanded sales pipeline 450% using targeted campaigns and HubSpot analytics.

### Field Sales Executive, Data Center Group

Lenovo (Remote • 03/2016 to 07/2017)

Lenovo DCG provides servers, storage, and hybrid cloud infrastructure.

Delivered hybrid cloud and IT modernization solutions, exceeding quota with $5M sales. Built partner strategies, expanded territory reach, and guided enterprises on modernization, optimization, and cloud adoption.

- Infrastructure Modernization: Led Microsoft focused modernization projects, migrating 1,200 legacy servers and retiring 40 percent of on prem systems, enabling a 30 percent year over year cloud expansion path.
- Hybrid Cloud Roadmaps: Built customer roadmaps and SOWs for Azure aligned hybrid deployments across Lenovo HX and SAP HANA, improving delivery quality and supporting stronger renewal readiness.
- Territory Expansion: Achieved 131% quota and 300% growth by capturing $1.6M Nutanix HCI deal.
- Partner Enablement: Delivered 200+ training sessions, increasing certifications 30% and revenue $35M.
- Forecast Precision: Improved forecasting accuracy 20% through KPI dashboards and pipeline modeling.

### Services Sales Executive

mindSHIFT Technologies (Portland, OR • 07/2014 to 03/2016)

mindSHIFT delivers managed IT, cloud, and cybersecurity services for SMBs.

Drove IT services sales across cloud, cybersecurity, and managed infrastructure, partnering with SMB and enterprise clients to deliver tailored solutions that generated multi million ARR growth while improving efficiency, compliance, and security.

- Service Sales: Closed $3.2M ARR by identifying client needs and customizing managed IT offerings.
- Customer Retention: Strengthened renewals 20% through strategic account reviews and KPI reporting.
- Microsoft Advisory: Delivered quarterly Microsoft cloud consultations for O365, AD, and hybrid environments, creating modernization plans that supported long term renewal stability.
- Azure Migration Delivery: 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)

IBM is a global enterprise technology supporting large scale platform, infrastructure, and systems integration initiatives.

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.

- Enterprise SAP Platform SME: 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.
- Enterprise Solutions Consulting: Delivered presales consulting for datacenter infrastructure including compute, storage, Windows, Linux, and VMware platforms.
- Architecture Design: Designed and presented enterprise infrastructure architectures aligned to performance, scalability, and reliability requirements.

- RFP and PoC Support: Supported RFP responses, proposals, and proofs of concept for large scale enterprise deals.
- Channel Revenue: Enabled $35M+ annual revenue through co sell strategy and KPI based enablement.
- Partner Training: Educated 5,000+ sellers annually, improving partner readiness and win rates 20%.
- Program Management: Led partner enablement programs, increasing certifications 30% and win rates 20%.

## Projects

### 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.
https://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.
https://github.com/nathanspear/Briefly
Try it out!

## Skills

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

### Cloud and FinOps Platforms

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

### Analytics and Data

PowerBI, 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

- FinOps Foundation
- TBM Council Community Member

## Certifications

- 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

- Cornell University • Project Management Certificate Program
- Portland State University, School of Business • B.S. in Information Systems and Quantitative Analysis