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Professional Summary: AI Skilled, Strategic Customer Success Leader with over a decade of experience scaling enterprise SaaS relationships, driving customer retention, and expanding ARR. Proven success managing Fortune 100 "too big to fail" accounts, including Microsoft, Dell, VMware, Google, Intel, and Autodesk. Expertise in Executive Business Reviews, strategic expansion, churn reduction, and customer advocacy. Passionate about cross-functional leadership, empathy coaching, and building customer-centric cultures.

Skills: AI Prompt Engineering | Customer Success | Strategic Account Management | Enterprise SaaS | Executive Stakeholder Management | Customer Retention & Growth | ARR Expansion | Cross-Sell & Upsell | Churn Reduction | Customer Journey Mapping | Onboarding & Adoption | Voice of the Customer | Empathy Coaching | Change Management

Professional Experience

Strategic Customer Success Manager

Regrello Inc. — San Mateo, CA (Acquired by Salesforce 08/2025)
Dec 2023 – September 2025

- Owned retention and growth quotas for key enterprise accounts (Dell, Microchip), managing 72% of Regrello's entire ARR.
- Grew Dell and Microchip ARR by 200%+, securing 3-year multi-million-dollar renewals.
- Trained over 400 Dell team members on AI Prompt Engineering.
- Orchestrated executive alignment and quarterly business reviews to drive expansion.

Strategic Customer Success Manager

WorkBoard Inc. — San Mateo, CA
Feb 2021 – Oct 2023

- Managed a \$5M+ ARR portfolio across Microsoft, Intel, VMware, and Autodesk.
- Achieved 90% Gross Revenue Retention (GRR) and 142% Net Revenue Retention (NRR) over 2 years.
- Led cross-functional initiatives to drive product adoption and executive engagement.

Director, USA Customer Success

Showpad Inc. — Ghent, Belgium
Jul 2020 – Dec 2020

- Oversaw \$65M in ARR across North American enterprise clients.
- Built scalable enterprise-grade customer success processes.
- Managed a team of 2 Managers and 12 CSMs.

Head of Global Customer Success

Cloudwords Inc. — San Mateo, CA

Aug 2019 – Jun 2020

- Directed global customer retention and growth initiatives.
- Designed a system-wide analysis of churn drivers.
- Led cross-functional change management programs focused on empathy and customer advocacy.

Manager, Customer Success - Strategic Accounts

Principal Customer Success Manager

Lead Customer Success Manager

Sr. Customer Success Manager

Marketo, an Adobe Company — San Jose, CA

Jun 2015 – Apr 2019

- Drove \$56M in ARR across 150+ strategic accounts, including Google and Microsoft.
- Promoted three times within three years due to outstanding performance.
- Managed and coached a team of high-performing CSMs.
- Key Awards: 2017 Marketo Masters Top Performer, 2016 Star on Fire, 2015 Account Manager of the Quarter

Early Career Highlights

- Director of Customer Success | Baliho
- Sr. Mortgage Consultant | Bank of America Home Loans
- Sales Manager | Wells Fargo Home Mortgage
- Category Manager, Electronics and Media | Webvan Group
- National Merchandise Manager | Gap Inc. - Old Navy Division

Education

Fordham University, Bronx, NY

Bachelor of Science in Business Administration, Marketing

Magna Cum Laude, GPA: 3.75

Additional

- Certified Heroic Life Coach (www.Heroic.us/coach)
- English Channel Solo Swim — 10 hours, 51 minutes
- Ironman California and USA Finisher
- 10-Year Student of Suzuki School of Classical Violin
- NCAA Division 1A Varsity Swimming, 2-Year Captain, Scholarship Athlete

References Available upon request.