



Mike Kovac

Delivering Success Across Every Enterprise


Transformational change maker with 20+ years enterprise experience spanning across Financial, Retail and Manufacturing verticals. My unique background of consulting, pre-sales and sales empowers me to be the best possible customer advocate, understand business and technical problems as well as find solutions, navigate large, complex organizations and build relationships based upon trust. I also have a passion for leading, developing and coaching teams with a proven track record to match.

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SOFT SKILLS

Consultative Selling

Cross-team Collaboration

Customer Adoption & Advocacy

Executive Presentation

Issue Resolution

Joint Success Planning

Leader & People Manager

Negotiation

Partner Alignment

Relationship Building & Management

Solution Alignment to Business Outcomes

World-class Communicator

WORK EXPERIENCE

Head of Customer Success, North America Quantexa

03/2022 - 12/2022

Financial crime technology

Remote / New York, NY

- Managed the North American portfolio of customers totaling \$15.7M ARR
- Led the Solution Success team responsible for driving implementation success criteria, business outcome alignment, user education & training as well as conducting sprint demos for key stakeholders
- Engineered and authored scalable and repeatable Customer Office assets collaborating with heads of EMEA and APAC Customer Success and subsequently rolled out and drove use of assets across respective regions
- Oversaw day-to-day best practices for accelerating customer adoption, self-sufficiency, renewal and upsell

Sr. Enterprise Customer Success Manager Dataiku

02/2019 - 03/2022

Enterprise AI

New York, NY

- Globally managed \$6M ARR across our marquee financial services logos
- Drove 3x user adoption at a large, global bank paving the way for \$1M upsell and ELA negotiations
- 100 / 90 / 80 : 100% retention rate, 90% utilization and 80% user promoters across all customers
- Spearheaded customer win-back campaign to overcome poor adoption and ensure a \$1.5M flat renewal
- Performed dual role Account Manager / Customer Success Manager functions during transitional periods

VP, Sales

Caserta Concepts (acquired by McKinsey & Company)

10/2017 - 02/2019

Data and technology services organization

New York, NY

- Generated \$1.5M green field account revenue in three quarters for a \$8M / year business
- White glove approach to account management that drove \$500K repeat business
- Closed one of Canada's largest investment management firms marking Caserta's first ever win outside the U.S.
- Responsibilities included prospecting, lead generation, account management / customer satisfaction, writing all revenue generating documentation including client SOWs as well as establishing sales targets, plans and budgets

WORK EXPERIENCE

Area Sales VP, East

Devo

10/2016 - 10/2017

New York, NY

Big data ingestion + Security Information and Event Management (SIEM) platform

- Hunted \$500K new ARR collaborating with marketing and business development teams as well as leveraging professional network
- Managed and built my own Eastern region franchise from scratch
- Secured Devo's first partnership with a well known Analytics company by positioning their ability to process large datasets as a differentiator to their senior leadership team
- Founding member of the US team that helped define, re-define and execute Devo's go-to-market strategy

Technical Sales Leader, Industry & Enterprise

IBM

02/2012 - 10/2016

New York, NY

- Assembled and developed a brand new team of eight and crushed my number
- Responsibilities included mid year / year end reviews, compensation decisions, hiring decisions, budget planning, 1/1 cadences, etc.
- Championed career development for my direct reports resulting in two cross team promotions
- Achieved 22% YoY growth, 100%+ attainment which drove my 100% retention rate and career growth of "A" players
- Implemented cross team demo days resulting in the build of several cross brand demo assets that were rolled out country wide

Certified Client Technical Professional, Business Analytics

IBM

02/2008 - 02/2012

Solutions Architect

Cognos

03/2007 - 02/2008

Cognos was acquired by IBM in 2008

SELECTED AWARDS AND ACHIEVEMENTS

Dataiku employee #238 now 1000+

Founding member of U.S. Devo Team

IBM Hundred Percent Club and Sales Eminence Award

IBM Senior IT Certified Technical Specialist

TOOLS OF THE TRADE

Gainsight, Google Docs, MS Suite, Planhat, Salesforce

MENTOR / VOLUNTEER

Habitat for Humanity, IBM Technical Certification Mentor, Lunch Break, Toni's Kitchen

EDUCATION

Bachelor of Art, Economics and English

Bucknell University