

MIKE KOVAC

SUMMARY

My love for cars and driving is infectious, and I've been happily imparting my automotive knowledge and expertise to my customers who have, in turn, given me their repeat business and referrals. I also have extensive customer-facing experience architecting, consulting, selling and ensuring their success using the technology they purchased. It requires careful problem solving, listening, persuasion and, most of all, caring! My passion for cars along with my experience for delivering successful customer outcomes is the perfect combination for delivering high touch service to luxury brand focused buyers.

KEY ACHIEVEMENTS

💎 Top 3 Ranking

3 / 17 Client Advisors for 2025 sales volume with positive net promoter growth

💎 Sales Growth

26% YoY increase in new car units, 10% YoY increase in total units

💎 Repeat Purchases & Referrals

16 repeat customers not including lease renewals and 28 referrals who purchased or leased

💎 29K YouTube Subscribers

Focusing only on automotive content

ASSETS

VIN Solutions

Deal Central Deskling

vAuto Provision

Mastermind

MS Suite

Competition motorsports licensed

FIND ME ONLINE

▶ YouTube

<https://youtube.com/@autosnob>

📷 Instagram

<https://www.instagram.com/theautosnob/>

Automotive Consultant, Content Creator and Journalist

<https://www.linkedin.com/in/mike-kovac> <https://mikekovac.com>

EXPERIENCE

Client Advisor 2023 - Present

Paul Miller BMW

Wayne, NJ

- Generated \$845K in gross and delivered 322 cars in a two-year period
- BMW certified product specialist and certified EV mobility specialist
- Authored the winning submission for BMW NA's Ultimate Customer Experience Hub
- Innovated on-site podcasts leveraging my YouTube channel
- Above and beyond sales I am also responsible for lead generation, delivery, and post sale customer satisfaction

Head of Customer Success

2022

Quantexa

North America

- 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

2019 - 2022

Dataiku

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 Enterprise Level Agreement negotiations
- 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

2017 - 2019

McKinsey & Company (formerly Caserta)

New York, NY

- Generated \$1.5M green field account revenue in three quarters for an \$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.

Area Sales VP, East

2016 - 2017

Devo (formerly Logtrust)

East

Technical Sales Leader, Industry & Enterprise

2008 - 2016

IBM

New York, NY

Certified Client Technical Professional, Business Analytics

02/2008 - 02/2012

IBM

Solutions Architect

03/2007 - 02/2008

Cognos

EDUCATION

Bachelor of Art, Economics and English

Lewisburg, PA, USA

Bucknell University