

Kevin Myhan

MA

Rancho Santa Margarita, CA
www.linkedin.com/in/kevinmyhan

[417.861.7516](tel:417.861.7516)
kevmyh@gmail.com

Customer Success Leader

Strategic player / coach leader known for leading teams with an enablement mindset, and specialized focus on strategy, scaling, and operations to turn teams from reactive to proactive. Proven track record of creating and modernizing CS functions through workflow automation and data-driven performance plans to drive retention and growth. Combine efficient independent execution with deep cross-functional collaboration to deliver value for both the business and the end-user. Recognized for cultivating high-performing, high-retention cultures and consistently exceeding aggressive key performance indicators that allow for company growth and customer retention.

Core Competencies

- **Net Revenue Retention (NRR) Modeling**
- **Churn Forecasting**
- **AI Workflows**
- **Segmentation Strategy**
- **Playbook and Workflow Creation and Automation**
- **Customer Journey Mapping**
- **VoC programs**
- **GRR, NRR, TTV, CAC**

Professional Experience

DATA INNOVATIONS (Healthcare Software), Colchester, VT

Manager, Customer Success (Remote), **06/2023 – 12/2025**

Developed and delivered brand-new post sales department. Reported into C-suite or VP. Led strategy development, processes, customer journey mapping, and overall organizational structure. Led team of up to 6 enterprise CSM's handling \$25M in ARR.

- Deployed 65+ playbooks, AI automations, customer maps, and process improvements in 80+ global enterprise accounts through use of Salesforce, Hubspot, Microsoft Office, Smartsheets, and collaborative tools within internal systems.
- Achieved YOY Net revenue retention growth in enterprise accounts by creating standard renewal workstreams and playbooks along with collaboration across sales and development, supporting more productive renewal conversations.
- Implemented KPI's centered around revenue creation, team growth, and career development pathways, receiving rank in top 10% of eNPS Gallup scores company wide.
- Selected by Executive team for 4 consecutive years to lead companywide initiatives (SDPs) focused on digital transformation and shift to cloud infrastructure in all products, supporting deployment of 2 new SaaS products, obsolescence plans on legacy and new software, and new collaboration workstreams between departments along with beta launch of SaaS version of core software.
- Developed pricing and contracting strategies for enterprise accounts, achieving 90% client retention rate.
- Trained team members on account management best practices, driving high performance and renewals.

DATA INNOVATIONS (Healthcare Software), Colchester, VT

Customer Success Manager – Enterprise, **01/2022 – 06/2023**

VERITONE (AI Software), Irvine, CA

Customer Success Manager (Remote), **01/2021 – 01/2022**

Led onboarding cycle with new clients and identified pain points that platform can solve for enterprise accounts. Managed training, retention, and growth of multimillion dollar enterprise accounts with core AI database product, AiWare.

- Focused on delivery of support to assigned partners and strategic customers, ensuring adoption of software.
- Conducted post-sales relationship building, fostering account growth within new products and services.
- Handled escalations and issues from tier 1 support, fostering high level of satisfaction, and double digit increase in NPS scores across main accounts.

- Delivered system wide platform training to large audiences monthly, ensuring proper training and adoption of AiWare.
- Delivered QBR status reports and updates to stakeholders using assigned metrics and KPI's, generating high renewal usage rates among owned accounts.

SMART FINANCIAL, Costa Mesa, CA

Customer Success Manager – Team Lead (Remote), 09/2020 – 01/2021

Led onboarding platform demos and relayed best practice of platform use to customers. Promoted to team lead after 2 months due to high Monthly Retention Rates, call volume, and attention to detail among customer accounts.

- Handled high-level escalations for team and company, achieving 15% increase in Cstat scores.
- Delivered strategic growth within team and book of business, producing 18% MRR growth rate.
- Identified renewal and upsell opportunities, expanding accounts and achieving companywide top revenue growth and retention of accounts.

SMART FINANCIAL, Costa Mesa, CA

Customer Success Manager, 07/2020

WEWORK, Irvine, CA

Community Manager – Enterprise, 08/2019 – 08/2020

Led onboarding of new enterprise clients to deliver system education and resolution of technical issues. Managed contract renewals averaging \$100K – \$250K in partnership with onsite sales teams. Oversaw onboarding of new staff with focus on structured training and professional development.

- Tasked with opening 1 of the largest offices (75K sq. ft.) in Southern California (Lakeshore, Irvine), opening in March 2020 and owning P&L of \$4.5M.
- Owned company event organizing and planning, creating multimillion-dollar pipeline and higher-level recognition.

BONOBOS, San Francisco, CA

Customer Success Manager (SM), 03/2017 – 08/2019

Developed brand in the Bay Area by opening new stores and implementing Customer Success motions to help distinguish from other brands. Oversaw hiring, training and development of fast-paced sales team focused on client interaction and retention.

- Cultivated customer focused atmosphere with special attention to customer details, generating book of business worth \$1M per year and earning \$1.8M total Revenue per year.
- Supported team achievement of 1 of the highest customer satisfaction scores in company by establishing first Customer Success follow up motion in company history.
- Led and developed staff for region, providing consistent training on account management strategy.
- Assisted in developing new store managers, supporting creation of company hiring pipeline.
- Trained new stores on NPS and sales processes, ensuring customer engagement and renewals.

MODNE, INC., Los Angeles, CA

Operations / Customer Success Strategy, 02/2015 – 02/2017

Guided senior leadership on customer success policies, account management, and employee benefits to support fast-growing e-commerce company.

- Developed all organizational / reporting structures including HR, administration, sales, and IT, enhancing customer experience and reducing friction for customer resolutions.
- Helped implement streamlined staff structure, saving \$300K+ in OpEx expenses.

Additional Relevant Experience

ROCKLANE STRATEGY, Remote

GTM Advisor, 01/2026 – Present

Member of Rocklane Advisor Network. Support B2B SaaS and professional services companies build GTM strategies and systems required for predictable, scalable revenue growth.

Education and Credentials

Master of Arts (MA), Philosophy and Ethics, Talbot School of Theology, La Mirada, CA

Bachelor of Arts (BA), Theology and Business Leadership, Evangel University, Springfield, MO

Certificate of Completion: AI Fluency Framework & Foundations, Anthropic, 2026

Leadership Essentials Certificate, Cornell University, 2025

Certified Customer Success Manager – CCSM, Success Coaching, 2022

Technologies

Salesforce, Gemini, Co-pilot, Agentic AI frameworks, Workday, Hubspot, UltiPro, Greenhouse, ICIMS, NPS, Google Suite, Microsoft office applications, and Slack