

CLINTON KOSH

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Senior Customer Success and Operations Leader | Cybersecurity SaaS | Enterprise Retention, Adoption, and Account Growth

PROFESSIONAL SUMMARY

Customer Success Manager with over 7 years of experience in cybersecurity SaaS, specializing in driving customer engagement and maximizing ROI for enterprise clients. Proven track record in developing data-driven customer success plans, reducing churn below industry benchmarks, and enhancing product adoption through strategic analytics and relationship building. Strong technical acumen in SaaS solutions, with expertise in cross-functional collaboration and a focus on delivering measurable business outcomes.

EDUCATION

Mays Business School, Texas A&M University (College Station) **08/2003 - 05/2007**
BBA, Management Information Systems (MIS)

PROFESSIONAL EXPERIENCE

Check Point Software Technologies Ltd. **11/2020 - 04/2026**
Customer Success Operations Manager *College Station, TX (Remote)*

- Strategic leader driving operational efficiency and data-backed decision-making, enhancing customer retention and reducing churn through targeted initiatives and performance metrics.
- Owned front-line response and triage for the HEC customer distribution list, managing customer and Sales inquiries across email-security workflows, SSO access, DLP policy configuration, portal issues, onboarding readiness, and escalation paths; coordinated cross-functional war rooms and resolution projects with CSM, Support, Engineering, and Sales, resulting in 99% dedicated CSM coverage for accounts over \$50K and new-account onboarding outreach within a two-week SLA.
- Reduced customer churn to under 30% within one year by implementing targeted retention playbooks, proactive outreach, and regular health checks, aligning customer goals with product outcomes and driving KPIs.
- Coordinated crisis response and incident resolution with cross-functional teams using Jira, AWS, Azure, and Salesforce, improving time-to-resolution and contributing to a 20% sales increase within 6 months through enhanced operational alignment.
- Leveraged Salesforce and Custify to track customer interactions, identify upsell and cross-sell opportunities, and present ROI to stakeholders, achieving 99% visibility across the customer portfolio from 40% prior to my arrival, significantly enhancing account management.

Check Point Software Technologies Ltd. **11/2020 - 04/2026**
Customer Success Manager *College Station, TX (Remote)*

- Managed a rotating book of 20-40 customer accounts, ranging from sub-\$50K accounts to multi-million-dollar strategic relationships with approximately \$3M in total account value under management at a given time; segmented accounts by renewal timing, adoption maturity, technical risk, customer complexity, and stakeholder engagement to prioritize coverage and support approximately 70% retention within six months.
- Conducted usage reviews, telemetry analysis, customer health checks, and QBRs/EBRs to identify adoption gaps, product friction, and renewal risk early; translated findings into customer-facing action plans and coordinated mitigation with Sales, Engineering, and Support, contributing to 99.9% portal uptime.
- Built and maintained Customer Success Plans for enterprise customers by aligning business objectives, technical milestones, timelines, and stakeholder ownership; accelerated feature adoption, strengthened executive alignment, and contributed to 90%+ customer satisfaction.
- Developed and nurtured strategic relationships with enterprise clients, achieving over 90% satisfaction and 70% retention by proactively addressing complex technical needs within 6 months.
- Balanced competing customer priorities, technical needs, and delivery responsibilities by identifying redundant work, clarifying ownership, and improving customer-facing workflows; increased team efficiency by 30% and contributed to a 3% year-over-year improvement in customer retention.

Dedrone**01/2020 - 09/2020****Customer Success Manager****Sterling, VA (Remote)**

- Spearheaded customer success initiatives, driving a 20% increase in renewals and accelerating sales through strategic onboarding and proactive client engagement, enhancing overall customer value.
- Engineered and implemented a robust Customer Success onboarding program for enterprise clients, standardizing onboarding to one month and boosting customer engagement by 25% within six months through streamlined processes and automation solutions.
- Secured stakeholder buy-in for a \$3M deal by showcasing AWS-hosted dashboards and drone detection workflows during high-profile customer tours, significantly enhancing client trust within the initial 60 days.
- Elevated renewal rates by 20% through proactive engagement and continuous enhancement of customer health and churn metrics; optimized internal processes for cross-team collaboration by establishing effective communication channels and shared expectations.

Cofense (Formerly PhishMe)**11/2015 - 01/2020****Technical Operations Center Manager for Reporter Triage & Vision****Leesburg, VA (Remote)**

- Directed global support operations for Cofense's phishing defense products, ensuring optimal system reliability and uptime across all services.
- Mentored a geographically dispersed team of Support Engineers, delivering technical support for the Cofense Reporter plugin and extended offerings Triage and Vision, achieving 65% product coverage.
- Implemented knowledge-sharing processes in Confluence, enhancing technical problem-solving and elevating service delivery through self-service articles, resulting in a 30% deflection of new tickets, a 90% average CSAT rating, and a 30-minute reduction in First Response Time within 3 months.

Cofense (Formerly PhishMe)**11/2015 - 01/2020****Solutions Engineer****Leesburg, VA (Remote)**

- Delivered L3 technical support for integrated email client security solutions, bridging engineering and customer needs, resulting in a 25% decrease in resolution time for critical issues.
- Spearheaded Agile project management as Scrum Master and Interim Product Owner, enhancing team collaboration and efficiency, achieving a 30% faster release cycle within 6 months and a 20% reduction in operational redundancy.
- Developed and maintained comprehensive product and process documentation in Confluence, decreasing support tickets by 40% and expediting onboarding for PhishMe Reporter, a SaaS solution for Lotus Notes, while managing technical projects and budgets to save tens of thousands of dollars.

Texas A&M University System**02/2013 - 10/2015****User Services Manager, Bush School of Government & Public Service****College Station, TX**

- Directed IT services and infrastructure management for the Bush School, enhancing system performance, budget efficiency, and operational workflows.
- Oversaw video teleconference operations utilizing enterprise IP systems, developed hardware and software specifications, and improved production control, disaster recovery, and networking, achieving a 15% annual cost reduction by eliminating operational inefficiencies.
- Deployed a SpiceWorks ticketing system, boosting issue resolution efficiency by 35% within 6 months, facilitating historical analysis and self-service support; managed computing systems testing and application deployment in Docker and VMware, ensuring reliable standardized images and attaining 99.5% system uptime during peak periods.

IBM**06/2007 - 02/2013****Enterprise Software Engineer****Austin, TX**

- Delivered expert support for Lotus Notes/Domino enterprise suite, enhancing global customer satisfaction and operational efficiency.
- Provided 24x7 remote technical support for Lotus Notes/Domino, resolving complex issues to achieve 99.9% uptime and maintain a 95+% customer satisfaction rating, consistently ranking in the top 10% among 85 engineers in the Austin division.
- Developed and implemented a comprehensive training system for cross-functional teams and external audiences, increasing training materials by 30%, reducing staff ramp-up time by 20%, and boosting overall efficiency by 25%.

PROJECTS & OUTSIDE EXPERIENCE

RenewNudgeSM, AI Powered Customer Success CRM

05/2026 - Present

*Fully functional, solo built SaaS for renewal tracking, account health, and retention workflows
renewnudge.lovable.app*

College Station, TX, USA

- Designed, built, and deployed a fully functional multi tenant SaaS CRM using React, TypeScript, TanStack Start, Supabase, and Tailwind with live auth, persistent data, and workspace scoped accounts, renewals, risks, tasks, and playbooks, taking it from concept to working product using AI assisted development.
- Architected a secure multi tenant backend with Postgres Row Level Security, role based workspace membership, and SECURITY DEFINER policy helpers; ran security scans and resolved findings to eliminate cross tenant data exposure.
- Shipped end to end authentication using email and password plus Google OAuth, team invites, and per workspace seed and wipe flows, letting new users sign up, invite teammates, and load sample data in under a minute.
- Translated customer success domain expertise across renewals, QBR prep, health scoring, and at risk playbooks into a focused product that turns scattered CSM activity into a prioritized, action oriented retention workflow.

Personal AI Exploration Initiative

02/2026 - 04/2026

*Self-Hosted AI Server for Private Chat, Web Search, Persistent Memory, and
Image Generation*

College Station, TX, USA

- Engineered a high-performance AI server for local Stable Diffusion image generation, fine-tuning, and inference workloads, showcasing expertise in GPU-accelerated computing.
- Configured and optimized Stable Diffusion environments (Automatic1111 WebUI, ComfyUI, Forge) using Docker and CUDA, enabling efficient, low-latency image generation on consumer-grade hardware.
- Developed comprehensive AI server architecture, including hardware selection, OS installation, driver configuration, and performance tuning to maximize VRAM utilization and minimize generation times for complex prompts and high-resolution outputs.

SKILLS

- Skills: Agile, Product Management, Salesforce, JIRA, Microsoft Azure, Confluence, Docker, VMWare, CUDA, Cybersecurity, SaaS (Software as a Service), Customer Success Management, Phishing Prevention, Email Security, Customer Onboarding, Product Adoption, Churn Reduction, Technical Support (L3), Scrum Master, IT Operations Management, Disaster Recovery Planning, Infrastructure Management, Telemetry Analysis, QBR/EBR Presentation, AWS (Amazon Web Services), Custify, SpiceWorks, Okta SSO, Lotus Notes/Domino Administration, Stable Diffusion, Automatic1111 WebUI, ComfyUI, Forge AI, GPU Optimization, Eclipse, Video Conferencing Systems, Cross-functional Team Leadership, Stakeholder Management, Process Improvement, Incident Resolution, enterprise sales, cross-functionally