JASON SMITH

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Information Technology and Software Sales / Delivery / Customer Success Leader and Individual Contributor with over 30 years' experience in Fortune 1, 100, 500, Higher Ed, Hospital Systems and private organizations. Strength in leading teams and customers through small to enterprise scale implementations and integrations that require knowledge of a diverse set of technologies and processes. Building deep lasting relationships with customers and partners by establishing credibility by sharing my own extensive background and by not being afraid to get dirty when needed to ensure projects are successful while exceeding customer expectations and internal KPI's.

Technology Strategist | Steering Committee Advisor | Mentor | Product Implementation Specialist | Strategic Project Planning | Post Sales Delivery | Customer Success Specialist | Training Development, Planning and Delivery | Playbook Author | ITIL / Change Management

Professional Experience

ESHARE – Waltham, MA
Principal Consultant, Strategic Advisory Services   2023 – 2024
Work with current and prospective strategic accounts to find, sell and drive organic growth within these accounts to increase ARR as well as close new business.

- Developed training and lunch and learn curriculums to spread the word and drive interest in business units where our product was a good fit for external and internal collaboration with sensitive data..
- Establish recurring meetings with BU leaders in different orgs to find out what their current initiatives were and see where our products or services and those initiatives aligned.
- Sell services where customers were short staffed. Provide white glove service to lighten the customers workload.
- Grew over $1MM in ARR in less than one year.

FORTRA – Minneapolis, MN
North American Director for Data Classification and Data Rights Management Professional Services
2020 – 2023
- Led NAM Post Sales Team for delivery of the following products from our security portfolio and others
  - Vera
  - Boldon James
  - Titus
  - Digital Guardian
  - Go Anywhere
- Developed internal and customer facing training programs to help employees, partners, customers and prospects come up to speed on our products and where / how they could benefit from leveraging them.
- Over 95% renewal rate with corresponding CSAT scores.
- Double digit year over year ARR increases across the customer base.
- Top Tier Escalation Point for our support desk. Would confirm if issues needed to be raised with Product Management / Engineering and log corresponding JIRA tickets for internal teams.
- Held QBR's with executives and stake holders on both sides to give real time usage updates, talk RFE's, open tickets and explore new potential use cases.

VERA SECURITY (Acquired by Fortra in Dec 2020)– Palo Alto, CA   **2015 – 2020**
Director, Professional Services   2019 – 2020
Led and evolved the Professional Services and Customer Success divisions at Vera.

- Introduced the next evolution of Vera project management process, with 100% of employees reporting an improvement in ease of project tracking and reporting to leadership.

- Implemented white paper design team to ensure tribal knowledge was documented and easy to find.
- Encouraged Professional Services team to dedicate time to Blue Sky design. Find and document new and exciting use cases by leveraging our API and SDK toolsets. These efforts paid dividends when shared with Sales and Sales Engineering teams and they were sold and deployed at our customer sites.

Manager of Solutions Architecture   2018 – 2019
Led team of Solutions Architects that focused on deploying our product, developing playbooks, hosting webinars and training our customers.

- Proposed, in partnership with Product Management, the implementation of a committee so customer facing teams can provide direct, unfiltered customer feedback that would often result in changes to product to reflect real world use.
- Established regular cadence team and individual meetings to ensure goals are being met, provide help in clearing obstacles where needed and develop training where necessary.
- Tripled the size of the team during my tenure before moving to the Director of PS role.

Customer Success Manager   2015 – 2018
Veras' first Customer Success Manager hired on. Had to develop the role, processes and supporting documentation.

- Wrote the original user and administrative manuals.
- Developed reference architecture designs for any possible solution so that any new user would know exactly what needed to be sold / deployed for a specific use case or cases.
- Implemented Project Management Tools like Asana
- Worked closely with QA and PM teams to ensure adequate testing of real world scenarios was happening. Helped build replicas of customer environments and use cases to ensure releases didn't break a specific flow.

INFOSYS – Plano, TX   **2015 – 2015**
Senior Principal, Enterprise Applications
Solutions Architect for industry leading multinational business consulting, information technology, software development and outsourcing organization. Typical deal between $30MM and $100MM.

- Design, pitch and implementation of a hybrid greenfield physical data center with cloud bursting capacity during increased usage at global retail giant.
- Develop 5-year IT strategy and guiding principles for national insurance company.
- Data center migration for market related business handling billions of dollars daily.

Moka5, – Redwood City, Ca   **2014 – 2015**
Manager of Professional Services   2014 – 2015
Sales Engineer   2014 – 2014

University of Texas Southwestern Medical Center at Dallas – Dallas, TX   **2002 – 2014**
Enterprise Systems Engineer / Team Lead

- Implemented VMWare taking the University from 0% to over 50% virtualized in just one year.
- Data center migration for vital health care systems with zero downtime for all systems.

Additional experience including my time in the United States Coast Guard available on LinkedIn or by request.