



Pat Thomas

Enterprise Strategist Customer Success

Enterprise CSM focused on strategic executive engagement, achieving 96% renewals after quarterly business reviews. Expert in crafting success frameworks for large accounts.

CONTACT

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-  City, State, ZIP code

PROFESSIONAL EXPERIENCE

Enterprise CSM | GlobalEnterprise, City, ST
February 2017 - Present

- Conducted executive business reviews that drove a 96% renewal rate among Fortune 500 clients.
- Designed account health frameworks adopted by all customer teams.

Strategic Account Manager | BizScale, City, ST
January 2016 - January 2017

- Managed 20 strategic accounts, yielding \$5M in expansion bookings.
- Co-created customer-governance councils to align product roadmaps.

EDUCATION

Master of Business Administration (MBA)
Prestige University, City, ST | May 2014