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**Profile**

Alain

First Name

Okogbaa

Last Name

Middle  
Initial

aokogbaa9@gmail.com

Email Address

1755 Fulton Ave

Home Address

Suite or Apt

Clearwater

City

FL

State

33755

Postal Code

Mobile: (813) 417-2182

Primary Phone

Alternate Phone

**Length of Residency - please select one. \*** 6+ years**Do you own or represent a business in Clearwater?** Yes  No**If yes, where is the business located? Do you conduct business with the City?****Which Boards would you like to apply for?**

North Greenwood CRA Citizen Advisory Committee: Submitted

Palo Alto Networks

Employer

Manager, Customer Success

Job Title

**Occupation - If retired, enter former occupation.**

Employed

**Have you served or do you serve on a board in Clearwater?** Yes  No**If yes, please list the name of the board.****Why do you wish to serve on this board/committee? If seeking reappointment, state why you should be reappointed.**

I live in the neighborhood and care about what becomes of it

## What personal qualifications can you bring to this board or committee?

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I am a young professional with valuable experience in working with stakeholders who hold variable interests in projects, simultaneously

## List Community Activities

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Volunteer

[Alain\\_B\\_Okobaa\\_-\\_2023\\_Business\\_Resume.pdf](#)

Upload a Resume

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## Demographics

Some boards and commissions require membership to be racially, politically or geographically proportionate to the general public. The following information helps track our recruitment and diversity efforts. (Optional)

### Ethnicity

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African American

### Gender

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Male

Date of Birth

**The City of Clearwater strives to promote diversity and provide reasonable accommodations for individuals with disabilities. If you are requesting accommodation, please indicate below:**

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**By clicking on "I Agree," below, I affirm that the information above is true and correct, and that I understand and agree to the responsibilities and commitment of time associated with an appointment to a Clearwater advisory board or committee.**

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I Agree

All material submitted to the City of Clearwater is subject to the public records law of the State of Florida including Chapter 119, Florida Statutes.

# Alain B. Okogbaa

Experienced Customer Success Leader

[www.linkedin.com/in/aokogbaa](http://www.linkedin.com/in/aokogbaa) [aokogbaa9@gmail.com](mailto:aokogbaa9@gmail.com)

## Summary

8+ years managing stakeholder relationships in B2B SaaS companies & 4+ years building and managing successful teams in end-to-end customer experience. Executive-level planning and strategy, escalation management, and performance measurement skills. Meaningful high-growth experience in cybersecurity.

Proficiencies & Acquired Skills: Team Leadership // Stakeholder Management // Up sale & Cross-sale // Business Retention // Project Management // Attack surface management // SIEM // SaaS // IoT // SOAR // DNS // Strategic Business Planning // Insight Presentations // Meeting or Exceeding Quotas // Renewals and Expansion Negotiations // Running Professional Services.

Software and Tools: Proficiency in GSuite // Microsoft Office Suite // Zendesk // HubSpot // Gainsight // Totango // SAP // Salesforce // Gira // CSWorks // ServiceNow.

## Professional Experience

### **Palo Alto Networks - July 2022 to present:**

#### **Senior Customer Success Manager - Cortex products (XDR, XSOAR, XPANSE)**

*Responsible for a BOB of \$50M+. In my role, I lead client's product onboarding experience, adoption, and expansion; advise the customer on platform adoption, deployment of best practices, security optimization and training opportunities; deliver Executive Business Reviews (QBR) with the Account Team.*

**+ developed a technical enablement training series for CSMs company-wide**

### **ActiveCampaign - July 2021 to July 2022:**

#### **Customer Success Lead - Enterprise accounts**

*Responsible for a BOB of \$3M+. In this role, I owned all renewals and drove expansion within existing customer base; I acted as the primary escalation point for the team; I created engagement strategies with clients to develop strong value associated with product; leveraged new and existing tools, processes and best practices to ensure customers are maximizing their contract value.*

### **KnowBe4 - July 2019 to July 2021:**

#### **Customer Success Manager**

*Responsible for a BOB of \$4M+. In this role, I forged relationships with new customers and understood their objectives; developed a strategy and plan for achieving customer objectives; managed onboarding process; monitored customer usage, adoption, and customer health metrics; performed periodic business reviews with customers to confirm satisfaction, resolve technical issues, and drive successful product adoption.*

#### **Onboarding Leader - Customer Success Mentorship Program**

*Additionally to my position above, I played a leadership role with new CS team members, coaching them 1:1 through onboarding, including teaching them how to build accurate forecasts.*

**Tech Data Corporation - March 2016 to July 2019:**

**Cyber Security Solutions Architect, BlueCat**

*Business Development, Account Management, Relationship Management, Market Analysis/Research.*

**Connectivity Solutions Architect, T-Mobile**

*Cross-department promotion after only 10 months to this new role, where I grew revenue by 1,300%.*

**Associate Sales Representative**

*Gained various sales certifications from Dell, Plantronics, HP. Gained proficiency in SAP and other applicable softwares.*

**Essex Communications - May 2015 to March 2016:**

**Jr. Sales Engineer**

*Business Development, Account Management, Relationship Management, Market Analysis/Research.*

**Clarks Shoes - June 2014 to May 2015:**

**Assistant Manager**

*Sales coaching, Scheduling, Return Processing.*

**Sales Associate**

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Education

**Bachelor's in Management from the University of Tampa**

Foreign Languages

**Spanish (notions) // Haitian Creole (fluency)**