KEVIN EDWARD HARKINS

CUSTOMER SUCCESS • STRATEGIC ACCOUNT MANAGEMENT • ENTERPRISE SaaS

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PROFESSIONAL SUMMARY

Bilingual Customer Success and Account Management leader with 8+ years of experience supporting enterprise and mid-market SaaS customers across the U.S. and LATAM. Combines executive relationship management, technical fluency, and data-driven account strategy to improve adoption, retention, and expansion. Experienced with AI/ML platforms, cloud technologies, complex escalations, and cross-functional customer programs.

PROFESSIONAL EXPERIENCE

Eventbrite | Customer Success Manager — Jul 2025 – Oct 2026

- Managed up to 139 accounts representing $2.17M in assigned value; achieved a 94% renewal win rate and led Q3 with 20 manual renewals.
- Supported ~40 CSM account books worth nearly $6M, contributing $1.56M in Q3 revenue, 7.3% revenue growth, and 12% ticket growth.
- Led 120+ customer engagements covering onboarding, business strategy, renewals, negotiations, escalations, and bilingual enablement.
- Used Claude, ChatGPT, and Gemini for account research, customer insight synthesis, executive communication, and marketing/SEO analysis.

Breezeway | Client Experience Manager II — Feb 2025 – Jul 2025

- Guided onboarding, integrations, workflow adoption, and lifecycle strategy for 100+ mid-market and strategic SaaS customers.
- Analyzed customer usage and feedback to surface retention risks and expansion opportunities with Product and Engineering.

Uptycs | Client Experience Manager — Sep 2022 – Jul 2024

- Owned 20 enterprise cybersecurity accounts across AWS, Azure, GCP, and Kubernetes; led executive reviews, adoption plans, renewals, and escalations.
- Delivered 95% renewal rates, 25% year-over-year account growth, and $550K+ in upsell revenue.

Darktrace | Customer Success Manager — Aug 2021 – Jul 2022

- Managed 25 strategic U.S. and LATAM customers adopting AI/ML cybersecurity solutions, translating technical capabilities into business value.
- Improved retention by 25% and generated $4.2M in upsell revenue through executive reviews and multi-stakeholder expansion.

Darktrace | Regional Team Lead, LATAM — Dec 2019 – Aug 2021

- Led 10 BDRs across LATAM, achieving 125% pipeline growth and 500+ annual product demonstrations.

Darktrace | Business Development Representative, LATAM — Apr 2019 – Dec 2019

- Attained 130% of quota and generated 300+ qualified product demos.

Ario Living | Business Development Representative — Jan 2018 – Mar 2019

- Contributed to 20% pipeline growth through inbound and outbound campaigns.

CORE SKILLS

Customer Growth & Leadership | Enterprise Account Management • Customer Adoption • QBRs/EBRs • Renewals • Upsell & Expansion • ROI & Value Realization • Executive Stakeholders • Escalations • Voice of Customer

Technology & Analytics | Claude • ChatGPT • Gemini • Salesforce • Gainsight • Totango • Tableau • API Integrations • AWS • Azure • GCP • Kubernetes

EDUCATION & CERTIFICATIONS | SFSU BBA, International Business • City College of SF AS, Economics • AWS Cloud Practitioner • Azure Fundamentals • Azure Data Fundamentals