

David “Drew” Groves

Enterprise Customer Success Manager

PROFILE

Enterprise Customer Success Manager with 4+ years of B2B SaaS experience managing complex customer portfolios across the full post-sale lifecycle. Strengths include executive engagement, adoption and value realization, customer health and risk management, renewal partnership, and expansion strategy.

CORE STRENGTHS

- Customer Lifecycle Management
- Executive Business Reviews
- Success Planning
- Customer Health & Risk
- Adoption & Value Realization
- Renewal & Expansion Partnership
- SaaS Workflow Consulting
- Salesforce
- Catalyst
- CPQ & CRM Integrations

EDUCATION & CREDENTIALS

Praxis (Discover Praxis), Certificate of Graduation, 2021 | ServSafe Manager Certification

PROFESSIONAL EXPERIENCE

Customer Success Manager, Enterprise

Nov 2022–Feb 2026

PandaDoc — Remote

- Managed a \$6M+ ARR enterprise portfolio of 120+ accounts; partnered with Account Management to achieve 103%+ quarterly NDR, including multiple 105–106% quarters.
- Led executive business reviews, success planning, and multi-threaded engagement with C-suite leaders, administrators, and end users across complex customer organizations.
- Drove adoption and value realization through usage analysis, workflow consultations, enablement, and proactive risk identification; coordinated renewal and expansion strategy with Account Management.
- Orchestrated customer initiatives across Product, Support, Technical Account Management, Solutions Engineering, and implementation teams to resolve blockers and align platform capabilities with business outcomes.
- Recovered a high-risk enterprise legal account through General Counsel discovery and structured Product/TAM coordination; retained the footprint and added 60 licenses, increasing ARR from \$240K to \$280K.
- Redesigned approvals across three acquired companies, cutting turnaround from 80–100 hours to ~4 hours and increasing monthly contract volume from ~15 to ~35.

Onboarding Specialist

Nov 2021–Nov 2022

PandaDoc — Remote

- Onboarded 300+ customers through discovery, configuration, integrations short of APIs, template migration/conversion, training, and handoff.
- Simplified onboarding documentation and delivery with the broader team, reducing average time-to-value from 90 to 45 days; led recurring enablement across the Americas, Europe, and APAC.

Business Development Intern

Jun 2021–Oct 2021

Ramblin Jackson — Remote

- Generated pipeline through LinkedIn, cold calling, email outreach, and consultative discovery; completed 1,000+ prospect calls and qualified interested leads for handoff.

Assistant Store Manager

Jan 2015–Jun 2021

Panera Bread — Columbus, OH

- Led daily operations, hiring, training, scheduling, and customer issue resolution; built staffing to approximately 40–45 employees and supported new or stabilizing cafés through Pro Team assignments.