

David “Drew” Groves

Customer Success Manager — Mid-Market

PROFILE

Customer Success Manager with 4+ years of B2B SaaS experience managing high-volume portfolios across the post-sale lifecycle. Track record of improving adoption, identifying risk, coordinating renewals and expansion, and delivering scalable customer engagement grounded in practical workflow guidance.

CORE STRENGTHS

- High-Volume Portfolio Management
- Customer Lifecycle Management
- Adoption & Value Realization
- Customer Health & Risk
- Renewal & Expansion Partnership
- Success Planning
- Scaled Customer Engagement
- Customer Enablement
- Salesforce
- Catalyst
- 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 portfolio of 120+ B2B SaaS accounts; partnered with Account Management to achieve 103%+ quarterly NDR, including multiple 105–106% quarters.
- Owned recurring account engagement through reviews, success planning, stakeholder alignment, customer-health monitoring, and proactive risk identification across a high-volume book.
- Prioritized outreach using adoption and account signals, balancing strategic 1:1 engagement with recurring enablement and scalable asynchronous communication.
- Advised champions, administrators, and end users on templates, approvals, CRM integrations, and workflow design to improve adoption, efficiency, and value realization.
- Partnered across Account Management, Support, Product, Solutions Engineering, and implementation teams to resolve blockers, protect account health, and surface expansion opportunities.
- Re-engaged an under-adopted customer from 4 to 60 weekly active users, adding 21 licenses and growing ARR from \$120K to \$150K.

Onboarding Specialist

Nov 2021–Nov 2022

PandaDoc — Remote

- Onboarded 300+ customers through discovery, configuration, CRM and business-tool integrations, 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.