

Patrick Brown

Contact

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Education/Clearance

CompTIA Security + Certificate
2022

Microsoft Software and Systems
Academy
2020

Small Unit Leadership Course
2019

Telecommunications Operator
Course 2017

Key Skills

-Pipeline Generation & Prospecting

-Discovery & Qualification

-Outbound & Inbound Sales
Strategy

-Strong Communication &
Presentation Skills

-Experience with Salesforce,
SalesLoft, HubSpot, Asana,
Preset, Boostup

Summary

Driven and customer focused professional with a strong foundation in relationship management, technical onboarding, and long term account growth. Proven success in driving product adoption, improving customer outcomes, identifying expansion opportunities, and consistently exceeding retention and satisfaction targets.

Experience

Business Development Rep, OX Security | Odessa, FL
09/2025 to 12/2026

- Generated new business opportunities through high volume outbound prospecting including cold calls, email, and LinkedIn outreach
- Consistently exceeded daily and monthly activity metrics (calls, emails, meetings booked)
- Built and maintained a qualified sales pipeline to support Account Executives
- Identified key decision makers and navigated complex organizational structures

Account Executive, Activated Insights | Tampa, FL
09/2025 to 12/2025

- Volunteered to begin calling prospects on the 3rd day of employment
- Generated \$76k of pipeline (2x quota), sourced through 11 deals in the first 45 days
- Built and shared multi-touch outbound campaigns in Outreach to help teammates accelerate pipeline growth.
- Mentored and coached BDR on talk tracks, prospecting lists, and targeting strategies to boost performance.
- Achieved full product certification across the company's suite of offerings within 45 days.

Customer Success Manager, Vercel | Odessa, FL
08/2024 to Present

- Generated \$1.41M in additional ARR through strategic upselling and cross-selling, collaborating closely with sales and product teams.
- Led onboarding and growth for 56 enterprise customers, managing \$5.7M in ARR.
- Launched Customer Success motion for v0 AI product—onboarded 24 customers worth \$3M ARR in the first 30 days.
- Created customer enablement and training materials that accelerated product adoption and highlighted expansion opportunities.
- Maintained a Customer Dollar Retention rate of 120%+ quarterly.

*Technical Customer Success Manager, Lyte | Odessa,
FL 04/2022 to 09/2024*

- Partnered with sales to identify upsell opportunities, contributing to \$4M in managed ARR.
- Led the renewal and expansion process across mid-market and enterprise accounts.
- Performed API-related technical discovery and integration support to ensure client readiness and satisfaction.
- Increased revenue projection by \$100K across a portfolio of SMB accounts through strategic relationship building.

*Customer Success Manager, Thryv | Odessa, FL
03/2021 to 04/2022*

- Initiated and led upsell campaigns that boosted MRR by an average of 169% for targeted accounts.
- Maintained 85% retention and drove 100%+ Net Spend across 200+ accounts.
- Called on 20 current customers daily and engaged in frequent discovery conversations to identify growth opportunities and deepen account value.

*Sales Development Representative, Syncfusion | Morrisville, NC
12/2020 to 03/2021*

*Chief of Communications, U.S. Marine Corps | Jacksonville, NC
11/2016 to 11/2020*