



# Mike Sanders, MBA

Leader | Customer Success | Expansion | Growth Stage SaaS

I have 10 years of account management and expansion sales leadership experience with a track record of exceeding revenue targets and building teams at growth stage companies. I am passionate about mentoring and growing talented professionals, garnering me the "Extensiv Revenue Team Leader of the Year" award in 2020 and 2021.

## Contact

### Phone

818.400.1695

### Email

themikesanders@gmail.com

### Digital

[LinkedIn](#) | [Interactive Resume](#)

## Education

2017

### MBA

University of Southern California

2010

### Bachelors, Political Science


University of California, Los Angeles

## Leadership

 Account Management Leadership  
10 Years

 Sales Leadership  
6 Years

 Team Size  
22

 Leader of the Year  
2020 & 2021

## Competencies

 Growth Stage Experience  
10 Years

 KPIs Managed  
Upsell, Cross Sell Retention

 SaaS Experience  
6 Years

## Experience

### 2019 - Present

Extensiv | Logistics SaaS

#### VP, Expansion Sales

##### *Vice President, Expansion Sales: Account Management and Expansion Sales (2023-Present)*

- Consistent track record of success leading upsell/cross sell efforts; exceeding quota in 2021 by 15%, attaining greater than 96% to quota in 2019 and 2022, and leading the revenue team in quota attainment for four consecutive years
- Launched an expansion team, creating a more efficient upsell and cross sell motion and culminating in a 22% QoQ improvement in expansion revenue
- Led Extensiv's Customer Advisory Board, disseminating insights to product and customer-facing leadership to improve the customer experience

##### *Senior Director, Account Services (2020-2023)*

- Assumed the leadership of the account management operations of two newly-acquired subsidiaries, including a comprehensive relicensing effort, which resulted in a 30% YoY improvement in upsell and an 8% YoY improvement in net recurring revenue
- Directed a quarter-long collaborative project with sales and professional services leadership to redesign the first year customer journey, resulting in a 12% improvement in first year customer retention
- Led an initiative to monetize our platform's integration capabilities, which garnered a 36% YoY increase in upsell revenue
- Served as the primary customer advocate in several product release and sunseting projects, providing guidance on change management plans, licensing models, beta recruitment and messaging

##### *Director, Customer Success (2019-2020)*

- Coached and mentored several top-performing account managers, six of which have been promoted into leadership and elevated positions
- Assumed Extensiv's newly formed account management team and revised our customer engagement practices, resulting in a 3% YoY and a 113% YoY improvement in customer retention and upsell respectively

### 2017-2019

IBM | Cyber Security SaaS

#### Security SaaS Sales Leader

##### *Security SaaS Sales Leader (2018-2019)*

- Leverage data, market trends and feedback to develop new go to market strategies to drive IBM's Security SaaS business within the Media and Entertainment and Computer Services industries
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- Led the development of a territory mapping tool with multiple iterations, collaborators and levels of executive sponsorship, designed to assist IBM Sellers' to prioritize their prospecting activities

##### *Senior Client Relationship Representative (2017-2018)*

- Assisted sales team in closing 125% of sales quota for the first half of 2018
- Graduated with distinction from IBM's renowned Global Sales School, ranked 3rd out of 40



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KPIs Managed



Upsell, Cross Sell Retention

SaaS Experience



6 Years

## Experience (Continued)

2012 - 2017

Westlake Financial Services | Commercial Lending

### Senior Manager of Portfolio Performance

#### Senior Manager of Portfolio Performance (2015 - 2017)

- Collaborated with senior management from many departments to establish multiple business development strategies around our portfolio of offerings, culminating in 500% portfolio growth in 2 years
- Integral member of a year-long collaboration to design, build and implement a client and employee facing web application, increasing customer satisfaction and employee productivity
- Collected feedback from internal teams, clients and software engineers to prioritize user experience and functionality for company's web application
- Continuously monitored competitor offerings to either emulate or improve upon industry best practices
- Using data-modeling techniques, created and maintained a foreclosure-optimization tool, decreasing bad debt by 3% and delinquency by 30%
- Executed restructuring of Account Management Department forecasted to cut costs by 21% through 2017
- Created and led a task force designed to proactively mitigate risk and improve portfolio performance as appointed by the President of Westlake Financial

#### Account Performance and Risk Manager (2012 - 2015)

- Researched competitors' servicing policies and wrote Westlake Flooring's Account Management and Risk Mitigation policies, presented to and approved by company's President
- Established and developed the Account Management Department

2011 - 2012

Enterprise Rent-a-Car | Car Rental

### Management Trainee | Assistant Manager

209 - 2011

US Data Corporation | Information Technology

### Junior List Consultant | Senior List Consultant

For more detail: [Visit My Interactive Resume](#)