# Steven Hirschhorn

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## PROFESSIONAL SUMMARY

Customer Success professional with 4+ years of experience in SaaS operations, analytics, and enterprise account management. Proven track record driving adoption, retention, and measurable ROI for high-value clients through insight-driven engagement and data-backed strategy. Skilled at translating customer feedback into product improvements, building modular SQL dashboards, and aligning cross-functional teams around outcomes.

## SKILLS

Customer Success Management, Data Analytics, SQL, Product Strategy, SaaS Operations, Retention & Adoption Strategy, Lifecycle Management, Cross-Functional Collaboration, Technical Enablement, Process Improvement

## PROFESSIONAL EXPERIENCE

### Business Operations Manager
**Stacy Machine and Tooling**, Broomfield, CO | Feb 2023 - Oct 2025
Streamlined cross-functional workflows across engineering, quality, and operations to deliver over $3M in regulated components on time, with zero compliance issues and measurable efficiency gains.
- Support cross-functional workflows between engineering, quality control, and operations to ensure high-quality, on-time delivery of custom-manufactured components.
- **Delivered $3M+ in regulated products with zero quality or compliance issues.**
- Ensured 100% documentation accuracy, maintaining audit-ready control standards with zero compliance findings.
- **Reduced delivery lead times by 20%** by streamlining vendor coordination and internal workflows.

### Freelance Full Stack Developer & Marketing Consultant
**State Of LLC**, Boulder, CO | Aug 2016 - Oct 2025
Built analytics dashboards, digital workflows, and marketing systems for SaaS clients that increased visibility, improved adoption, and drove triple-digit growth in engagement and traffic.
- Delivered consultative guidance to SaaS clients, translating technical insights into product adoption and growth.
- Built analytics dashboards that improved data visibility and accelerated decision-making.
- **Developed websites and reporting systems that increased traffic by 300%**, improving conversion outcomes.

### Technical Success Manager
**Quantive**, Denver, CO | Nov 2020 - Feb 2023
Managed enterprise SaaS portfolios and led technical onboarding, using data insights and SQL-driven reporting to drive product adoption, retention, and measurable customer outcomes.
- Served as a trusted advisor between sales, product, and engineering to align onboarding with long-term success.
- **Managed 13 enterprise SaaS accounts representing $5M ARR**, overseeing integrations and adoption.
- **Built 50+ modular SQL dashboards and reports to track KPIs**, support audits, and inform retention strategies.
- Led training sessions, success reviews, and technical enablement to drive platform self-sufficiency and retention.

### Business Operations & Fulfillment Lead
**Yakoda Supply Co.**, Boulder, CO | Oct 2019 - Oct 2020
Directed fulfillment and customer service operations across retail, e-commerce, and wholesale channels, achieving 99% order accuracy and improving response and delivery SLAs.
- Oversaw customer service and fulfillment across retail, e-commerce, and wholesale channels.
- Maintained **99% transaction accuracy** across 5,000+ shipments through optimized workflows and QA processes.
- Sustained a 24-hour SLA for all customer communications, driving repeat business and high satisfaction scores.

## EDUCATION

**Galvanize - Boulder, CO**
Full Stack Web Development Immersive, 2015

**University of Colorado Boulder**
Bachelor of Science in Business Administration, Marketing | Certificate in International Business, 2001 - 2005