

# Steven Pritchard

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## CAREER OBJECTIVE

Steve is a detail-oriented professional with proven change management and customer success skills. Utilizing a data-driven and customer centric approach he aims to help organizations address the human factors affecting their ability to reach strategic objectives. Frequently described by his peers as someone who partners well with all stakeholders, he can be relied upon to integrate fully into the teams he is assigned to and to lead efforts towards achieving strategic company goals.

## EXPERIENCE

### OPTIMIZEPLY

*Customer Success Manager, Dec 2021 – Present*

- Manage a \$4.5MM book of business comprised of 50+ mid-market and enterprise accounts
- Meet or exceed quarterly Gross Dollar Retention (GDR) and Net Dollar Retention (NDR), and revenue pipeline goals
- Establish a trusted/strategic advisor relationship with assigned customers and drive continued value of solutions and services through regularly conducted check-ins
- Educate customers on product updates and present roadmap for future enhancements
- Work with customers to build and execute a success plan aligned to critical goals and key performance indicators for their digital experimentation program

### DELOITTE CONSULTING, LLP

*Consultant, Sep 2017 – Feb 2021*

- Served as a strategic advisor on large scale technology implementations for Fortune 500 companies
- Partnered with client leadership to develop organizational change management (OCM) strategy
- Assessed learning and change requirements of geographically dispersed and complex finance organizations based on long-term adoption needs in partnership with client counterparts
- Designed, develop and implement comprehensive and engaging communications plans and learning paths to guide more than 1000 stakeholders through the change journey
- Evaluated results of stakeholder readiness surveys specific to my assigned work stream as well as others to identify risks and areas for improvement
- Developed risk mitigation plans and keep senior leadership apprised of the status
- Researched and develop monthly commercial sales pipeline reporting across five industries and sixteen sectors

*Solution Analyst, Sep 2015 – Aug 2017*

- Created and executed learning and change management strategies
- Gathered and analyzed learning requirements for training materials
- Developed and delivered instructor-led and web-based training
- Partnered with functional and technical teams to provide end-to-end learning solutions with a focus on end-user and business needs

*Solution Associate, Sep 2013 – Sep 2015*

- Designed and executed integration and system acceptance test scripts
- Configured and reported overall defect status report

### AT&T MOBILITY

*Retail Sales Consultant, Apr 2010 – May 2013*

- Advised customers based on needs and current product marketing
- Maintained customer engagement and an extraordinary customer experience
- Provided end-to-end customer service throughout the sales cycle

## **EDUCATION**

### **Indiana University of Pennsylvania**

Bachelor of Science – Communications Media

### **University of Phoenix**

Associate of Arts – Information Technology, Web Design

### **University of Pennsylvania** (*March 2024*)

Penn LPS Coding Bootcamp - Certificate, Full Stack Web Development

## **ADDITIONAL SKILLS**

Strategy Development, Partnership Building, Stakeholder Research, Client Engagement, Portfolio Management, Strategic Direction, Education, Reporting, Policies and Procedures, Communication Writing and Development, Portfolio Management, Virtual/Remote Work and Delivery, Video Production