

Mike Pace

Technical Customer Success Manager | Network Security | Remote (US)

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Summary

Technical Customer Success Manager with 10 years in enterprise network security, joining Lancope (StealthWatch) before its acquisition by Cisco: six years as the dedicated technical consulting engineer on high-value Secure Network Analytics (formerly StealthWatch) deployments, then four-plus years in customer success management owning adoption, success plans, QBRs, and renewals across books of about 40 and 72 accounts, where renewal rates on targeted accounts rose from the high 60s into the low 90s. Hands-on with VPN, WireGuard, Zero Trust access, VLAN segmentation, and firewalling at work and in a home lab. Currently building a multi-tenant SaaS product on Supabase and PostHog and pursuing an MS in Artificial Intelligence.

Experience

Curblane — Founder & Product Builder (independent SaaS project), Remote Sep 2025 – Present

- Designed, built, and deployed Curblane, a multi-tenant SaaS product, end to end on Supabase (Postgres) and PostHog, including authentication and a tiered subscription model; now in pre-launch with a waitlist.
- Built product analytics into the platform from day one, applying the adoption lens used with enterprise customers at Cisco from the vendor side.

Cisco Systems (via Lancope acquisition) 2015 – Sep 2025

Customer Success Specialist 2023 – Sep 2025

- Owned a book of 72 accounts (\$20K–\$75K ARR each) end to end: success plans, quarterly business reviews, adoption, and renewals.
- Built the customer success blueprint library for the security portfolio — adoption strategy, change-management plans, and success reviews — where only product documentation existed. Grounded in security-architecture and governance best practice and delivered to partners and customers, it replaced improvised starts with a proven motion and cut ramp time.
- Partnered with digital success teams, business units, and product management to launch digital adoption campaigns aligned to theater priorities, and owned services adoption, utilization, and growth programs across the security portfolio at theater scale.
- Onboarded a brand-new admin at a major retailer through a dual-domain merger deployment in under two weeks, then secured training credits to make the customer self-sufficient.

Success Programs Manager 2021 – 2023

- Ran success plans and quarterly business reviews across a book of about 40 high-value accounts, segmenting the Salesforce account base quarterly by renewal-risk criteria to target at-risk, unassigned customers.
- Helped build a four-person High-Value Recovery team from scratch within the Secure Network Analytics business unit, including interviewing candidates, to cover high-value customers with no assigned CSM. Renewal rates on targeted accounts rose from the high 60s into the low 90s and held.
- Selected to lead the CX High-Value Recovery team for the Cisco XDR launch; refocused the team on partner enablement and built the onboarding and training program the team ran on, including train-the-trainer sessions for 13 partner sellers across three strategic partners.
- Delivered Security Success Program activities: recommended actions, tracking and resolution, success-track deliverables, and 1:1 customer engagements.

Senior Technical Consulting Engineer

2015 – 2021

- Dedicated engineer for the network-security-monitoring backbone of a top-3 U.S. bank and a global asset manager on high-value Cisco Secure Network Analytics (formerly StealthWatch) and Secure Cloud Analytics deployments.
- Provided on-site configuration, remote support, hardware repairs, and product integrations; ran knowledge-transfer sessions and overnight upgrade windows for the bank's premium support tier; assisted the systems engineer and technical architect on a multi-site hardware deployment.
- Detected and investigated advanced threats using behavioral analysis and network telemetry.
- When a production issue threatened a multi-year contract, pushed for and helped lead an emergency cross-functional escalation; the overnight hotpatch shipped the next day and the relationship was preserved.

McKesson Provider Technologies — Technical Support Analyst

2013 – 2015

- Troubleshoot escalated application and networking issues and coordinated delivery of software fixes, enhancements, and customizations.

Projects

Segmented Network & Security Lab (home lab)

2026

- Designed and deployed a seven-segment 10.10.0.0/16 network replacing a flat /24, with VLAN-encoded addressing and isolated out-of-band management, documented as a build guide, rack inventory, and cabling map.
- Configured VLAN trunking on a Cisco Catalyst 3650, per-segment ESXi portgroups with a promiscuous capture port, and pfSense as the VLAN gateway for routing, DHCP, and inter-VLAN filtering across three consolidated UCS M4 hosts.
- Verified the default-deny boundary from inside the lab segment — internet reachable; user, server, and management networks not — rather than trusting the rule as written.

Technical Skills

Networking & Security: VPN, WireGuard, Zero Trust access, VLAN segmentation and trunking, pfSense (routing, DHCP, inter-VLAN filtering), default-deny segmentation, network telemetry and behavioral analytics, SIEM, XDR, NextGen Firewall, Wireshark

Platforms: Cisco Secure Network Analytics (formerly StealthWatch), Cisco Secure Cloud Analytics, Cisco Catalyst, Cisco UCS, VMware ESXi

SaaS, Data & AI: Supabase (Postgres), PostHog, Salesforce, Python, SQL, applied AI / LLMs, RAG, prompt engineering, machine learning

Customer Success: Success plans, QBRs, renewals and churn reduction, adoption programs, onboarding and enablement, train-the-trainer, stakeholder management, program management

Education

MS, Artificial Intelligence — Kennesaw State University

In progress, anticipated 2027

BS, Computer Information Systems — Florida Institute of Technology

2013

Certifications

Previously held: CompTIA CySA+, Security+, A+