

NICK J. HEUBERGER

Enterprise Healthcare Technology Leader | AI Adoption, Customer Success & Deployment Strategy

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PROFESSIONAL SUMMARY

Enterprise Healthcare technology leader with 20+ years across SaaS, hospital IT, enterprise implementation, and customer success. Proven ability to manage complex healthcare portfolios exceeding \$11M ARR, lead executive relationships, recover at-risk accounts, and translate customer friction into product, services, and adoption strategy. Experienced in the operational realities that determine whether healthcare technology succeeds: workflow disruption, stakeholder alignment, compliance pressure, implementation readiness, executive trust, and measurable value realization. Strong fit for enterprise AI adoption, healthcare deployment strategy, strategic customer success, and customer-informed product growth.

CORE COMPETENCIES

Strategic Account Planning - Executive business reviews, adoption plans, renewal strategy, expansion mapping

Customer Value & Retention - ARR protection, churn risk mitigation, health scoring, value realization

Operational Excellence - Playbooks, dashboards, KPIs, QBR templates, standardized success motions

Data & Tooling - Salesforce, Power BI, Gainsight, Confluence, Jira, Azure DevOps, MS 365

Executive Relationship Management - C-suite engagement, escalations, governance cadence, trusted-advisor posture

Cross-Functional Leadership - Sales, Product, Engineering, Services, Support, and success-team alignment

Voice of Customer - Use cases, feedback loops, roadmap influence, release-readiness input

Regulated Industry Experience - Healthcare IT, HIPAA-aware environments, privacy/security-sensitive workflows

PROFESSIONAL EXPERIENCE

Manager, Customer Success | symplr 01/2026 - Present

- Promoted to lead and coach Customer Relationship Executives / Customer Success Managers, establishing operating rhythm, account-review discipline, and management visibility across the team.
- Built standardized playbooks, dashboards, and governance templates to improve consistency in success planning, risk reviews, executive communications, and follow-through.
- Partner with Sales, Product, Services, and leadership to prioritize escalations, align on renewal and expansion strategy, and improve customer experience across strategic accounts.
- Guide managers and individual contributors on executive engagement, value messaging, and structured account strategy for complex enterprise customers.
Selected results: Expanded CS management scope while formalizing repeatable review motions, reporting, and team enablement.

Senior Customer Relationship Executive | symplr 04/2019 - 12/2025

- Managed \$11M ARR portfolio of enterprise healthcare SaaS customers, serving as strategic advisor to executive sponsors across adoption, retention, expansion, and operational value realization.
- Recovered \$1M+ in at-risk revenue by leading executive alignment, issue mitigation, customer trust rebuilding, and cross-functional action plans across product, services, and leadership teams.
- Identified \$1.9M in expansion pipeline through structured success planning, product adoption analysis, stakeholder engagement, and customer-specific value mapping.
- Partnered with product and engineering teams to convert enterprise customer friction into roadmap feedback, service improvements, and more scalable implementation practices.
- Spearheaded churn prevention and recovery efforts through risk modeling, executive alignment, and usage recovery programs.
Selected results: Recovered \$1M+ ARR in 2024-2025; created a \$1.9M expansion pipeline; achieved a 94% trusted-advisor rating and +17% NRR improvement.

Senior Project Manager / Customer Success Manager | symplr 05/2012 - 04/2019

- Led 25+ enterprise healthcare software implementation across workforce management, scheduling, payroll, analytics, and operational systems.
- Built implementation playbooks, knowledge resources, and internal escalation pathways to improve consistency, reduce delivery risk, and support large complex customers.

- Built dashboards in Salesforce and Power BI to track KPIs, improve visibility, and support forecasting across 100+ accounts.
- Partnered with Sales and Services on upsell campaigns, risk management, and renewal planning.
Selected results: Maintained a 96% renewal rate and supported \$6M annual growth through multi-product expansion.

IT Manager | El Centro Regional Medical Center *02/2006 - 05/2012*

- Previously led IT operations inside a regional medical center, managing a 15-person multidisciplinary team and overseeing a full-scale EMR implementation from vendor selection through go-live.
- Reduced redundant hospital software platforms from 181 to 111 in one year, improving supportability, data integrity, and operational control.
- Led the implementation of an Imprivata patient access solution, aligning security and access workflows with clinical operations, compliance, and end-user adoption needs.

SELECTED IMPACT

- Retention: Recovered \$1M ARR within 90 days through executive alignment sessions and targeted usage recovery plans.
- Growth: Increased multi-product penetration from 1.6 to 2.3 products per account, generating a \$1.9M upsell pipeline.
- Scale: Standardized governance templates and playbooks adopted across the customer success organization.

EDUCATION

Bachelor of Arts, Philosophy - University of California, Riverside

TECHNOLOGY & TOOLING

Salesforce, Gainsight, Power BI, Confluence, Jira, Azure DevOps, GitHub, MS 365 | Comfortable working across customer success, reporting, and cross-functional operating systems.