

NICK J. HEUBERGER

CUSTOMER SUCCESS & CLIENT EXPERIENCE LEADER | HEALTHCARE TECHNOLOGY | ENTERPRISE OPERATIONS

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EXECUTIVE PROFILE

Director-level Customer Success and healthcare technology leader with 20+ years of experience building teams, strengthening enterprise customer relationships, and improving retention, growth, and operational performance. Experience spans enterprise SaaS, hospital IT, implementation, operations, and executive account strategy. Leads a team of multiple customer-facing professionals and has managed an \$11M+ ARR portfolio, recovered \$1.2M in at-risk revenue, and developed \$1.9M in expansion opportunities. Recognized for creating disciplined governance structures, developing scalable operating practices, influencing cross-functional decisions, and turning complex customer and product challenges into measurable business outcomes.

LEADERSHIP EXPERTISE

Customer Success Leadership • Executive Relationship Management • Strategic Account Planning • Retention & Expansion • High-Risk Account Recovery • Customer Operations • Executive Business Reviews • Value Realization & Adoption • Voice of Customer • Product Roadmap Influence • Enterprise Implementations • Cross-Functional Leadership • Change Management • KPI, Dashboard & Governance Design

PROFESSIONAL EXPERIENCE

Manager, Customer Success | **symlr**

01/2026 - Present

- Lead, coach, and develop multiple Customer Relationship Executives and Customer Success Managers supporting complex enterprise healthcare customers for a total book of business of \$53M ARR.
- Established a consistent operating cadence for account reviews, risk management, success planning, executive engagement, and renewal readiness, improving leadership visibility and follow-through across 160+ accounts.
- Built standardized playbooks, dashboards, governance templates, and executive review frameworks to strengthen account strategy and scale repeatable Customer Success practices.
- Partner with Sales, Product, Services, Support, and executive leadership to prioritize escalations, coordinate recovery plans, and align retention and expansion strategy.
- Guide team members on executive communication, value articulation, stakeholder alignment, and high-risk account recovery while reinforcing accountability for measurable customer outcomes.

Senior Customer Relationship Executive | **symlr**

04/2019 - 12/2025

- Owned an \$11M+ ARR portfolio of strategic enterprise healthcare customers, serving as the primary executive relationship leader across adoption, value realization, retention, and growth.
- Recovered \$1.2M in at-risk revenue by leading executive alignment, issue remediation, customer trust rebuilding, and coordinated action plans across Product, Services, Support, Sales, and leadership.
- Developed \$1.9M in expansion opportunities through strategic account planning, adoption analysis, and stakeholder mapping.
- Led executive business reviews and governance sessions that connected adoption, operational performance, business outcomes, product strategy, and mutual commitments.
- Built tracking metrics and dashboards that translated recurring customer friction and market feedback into product roadmap recommendations, service improvements, implementation changes, and executive-level risk decisions.
- Created structured approaches for high-risk account management, escalation governance, and customer recovery that were later incorporated into broader Customer Success practices.

Sr. Project Manager | **symlr**

05/2012 - 04/2019

- Led 25+ enterprise healthcare technology implementations across time and attendance, staffing and scheduling, payroll, analytics, and workforce management domains.
- Directed cross-functional implementation teams from discovery and planning through configuration, training, go-live, adoption, and transition to long-term Customer Success.
- Developed a standardized implementation methodology covering timelines, resource expectations, governance, risk management, training, adoption, and value measurement.
- Led a tiger team of consultants focused on the company's largest and most complex customers, improving delivery coordination and escalation response.
- Built internal knowledge resources, playbooks, and issue-resolution pathways that improved consistency and gave customer-facing teams faster access to proven practices.
- Partnered with Sales, Product, and Services on customer governance, renewal risk, expansion opportunities, and product feedback.

IT Manager | El Centro Regional Medical Center

02/2006 - 05/2012

- Led hospital IT strategy and daily operations, managing a 15-person multidisciplinary team that included technical analysts, programmers, and clinical professionals.
- Managed the department operating budget, vendor relationships, technology planning, and alignment of IT priorities with hospital operations and clinical needs.
- Directed selection and implementation of the hospital's first full-scale electronic medical record, including vendor evaluation, configuration, training, organizational change management, go-live, and stabilization.
- Reduced redundant software systems from 181 to 111 in one year, improving supportability, data integrity, vendor governance, and operational control.
- Implemented enterprise access and security capabilities in collaboration with clinical, compliance, operational, and executive stakeholders.

SELECTED BUSINESS IMPACT

- Retention: Recovered \$1.2M in at-risk ARR through executive alignment, structured remediation, and customer trust rebuilding.
- Growth: Developed \$1.9M in expansion opportunities by connecting adoption, operational needs, and strategic account planning.
- Scale: Standardized Customer Success governance, reporting, playbooks, and account-review practices across teams.
- Transformation: Consolidated 70 hospital applications in one year and led an enterprise EMR implementation from selection through adoption.

PROFESSIONAL DEVELOPMENT

Microsoft Azure Essentials - Microsoft, 2026 | **AI for Organizational Leaders** - Microsoft, 2026

Applied cloud and AI leadership training to better connect emerging technology with customer strategy, operational improvement, product adoption, and responsible decision-making in complex healthcare environments.

TECHNOLOGY & BUSINESS TOOLS

Salesforce, ChurnZero, Power BI, Microsoft 365, Microsoft Teams, Confluence, Jira, Azure DevOps, GitHub, SQL, executive dashboards, customer health reporting, account governance, and enterprise SaaS operating systems

COMMUNITY CONTRIBUTIONS

Volunteer woodworker creating donated items for charitable fundraising; designed and produced 500+ 3D-printed face-shield components for local healthcare organizations during the COVID-19 response.