

Sasa (Sasha) Matijevic

DIRECTOR OF CUSTOMER SUCCESS | ENTERPRISE LEGAL TECH & CLIENT ENGAGEMENT

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PROFESSIONAL SUMMARY

Customer Success leader with 19+ years in customer-facing technology, including 12+ years in legal tech and eDiscovery. Lead enterprise engagement, adoption, retention, and expansion across an enterprise portfolio of up to \$36M ARR. Built account-planning standards, health reviews, executive engagement, and coaching cadences that help teams act on risk and show customer value. Earlier experience includes enterprise law-firm accounts, 100+ complex matter migrations to SaaS with zero attrition, and management of team leads within enterprise support organizations of up to 13 direct reports.

UP TO \$36M ARR | 100%+ NRR | \$3.42M TEAM UPSOLLS | 100+ MATTER MIGRATIONS | 100% ONBOARDING NPS

CORE CAPABILITIES

Enterprise Legal Tech & Law Firms | Engagement Strategy & Adoption | Customer Value & ROI
Team Leadership & Coaching | Portfolio Health & Executive Reviews | Adoption Playbooks
Renewals & Expansion | Cross-Functional Programs | Stakeholder Alignment & Escalations

PROFESSIONAL EXPERIENCE

Director of Customer Success | Reveal Data

Apr 2025 - Present

Government, SLED & Litigation Service Providers | Enterprise Portfolio Up to \$36M ARR | Team of Up to 6

- **Team leadership:** Lead and coach a client-facing team of up to six, including two Director-level individual contributors, two CSMs, and two Associates, against adoption, retention, expansion, and customer-outcome goals.
- **Operating cadence:** Built account segmentation, customer-health reviews, capacity planning, engagement rhythms, escalation protocols, and renewal-readiness standards to surface risk and improve follow-through.
- **Adoption playbooks:** Rolled out a common planning framework for the 100 highest-ARR accounts, giving teams a repeatable way to map goals, stakeholders, product use, risks, renewals, and customer value.
- **Executive value reviews:** Developed and began rollout of a business-value and QBR framework; partner with Sales, Renewals, Product, Engineering, and Support on adoption barriers, escalations, roadmap feedback, and growth opportunities.
- **Retention:** Maintained 100%+ NRR across multiple measured quarters while overseeing renewal risk and account plans.
- **Expansion:** Generated \$3.42M in team upsells from Apr 2025 through Jun 2026, including \$1.17M in H1 2026 (\$800K in Q1 and \$370K in Q2).
- **Commercial partnership:** Partner with Sales and Renewals on renewal forecasting and expansion strategy while leading executive engagement across a complex government, SLED, and litigation-service-provider portfolio.

Customer Success Manager | Reveal Data

May 2024 - Mar 2025

Enterprise Law Firm Segment | \$9.4M Portfolio | 61 Enterprise Law Firms | Four Products

- **Law-firm adoption:** Led onboarding and migration of 100+ complex matters to SaaS with zero attrition and achieved 100% onboarding NPS in Q4 2024.
- **Enterprise portfolio:** Owned retention and expansion for 61 law firms, including three Am Law Top 20 firms, across a \$9.4M renewable portfolio and four products.
- **Growth:** Delivered 100%+ NRR for three consecutive quarters and generated \$224K+ in expansion revenue.
- **Executive alignment:** Turned a \$200K contract-overage escalation into an expanded multiyear agreement by aligning stakeholders around usage, business value, and future needs.

Co-Owner & Operations Manager | Privately Owned Business (Now Sold)

Mar 2020 - Nov 2023

E-Commerce Operations | Customer Experience | Systems Integration

- Managed customer service and operations across two e-commerce sites and implemented inventory and international-shipping integrations that reduced postage costs by 30%.

PROFESSIONAL EXPERIENCE, CONTINUED

Technical Operations Manager | The Scotts Miracle-Gro Company

Aug 2022 - Dec 2022

E-Commerce Order Operations & Customer Experience

- Reduced order-monitoring time by 58% through order-lifecycle KPIs and Salesforce Commerce Cloud dashboards while coordinating cross-functional resolution of customer-impacting order issues.

Manager, Customer Support | Relativity (formerly kCura)

Oct 2018 - Feb 2020

Enterprise SaaS Leadership | Team Lead Management | Up to 13 Direct Reports

- Managed team leads while overseeing two enterprise support teams with up to 13 direct reports supporting Am Law 200 firms and multinational organizations representing 200,000+ global users.
- Used performance scorecards, quality reviews, queue governance, and escalation ownership to achieve 99.5% SLA compliance and 99% CSAT.
- Developed team onboarding and coaching standards that reduced new-hire ramp time by 25% and helped maintain 92% technician retention.
- Partnered with Engineering on client feedback and performance data, reducing a backlog of 500+ defects by 40% in less than one year.

Team Lead, Customer Support | Relativity (formerly kCura)

Jan 2014 - Oct 2018

SLA Performance | Escalation Management | Team Development

- Earned promotion as the organization's first Customer Support Team Lead, accountable for SLA performance, escalation management, team execution, and technician development.
- Implemented ticket-quality controls, call reviews, and performance scorecards to improve service consistency and accountability.

Application Specialist | Relativity (formerly kCura)

Dec 2010 - Jan 2014

Enterprise Deployments | Regulated Client Environments

- Managed onboarding, software deployments, case-status calls, and queue assignments for enterprise customers in regulated, technically complex environments.
- Advised customers on platform best practices, secure implementations, and infrastructure management while bringing client feedback into product discussions.

Technical Support Specialist | Accenture

Nov 2006 - Dec 2010

Accenture Learning Shared Services (ALSS) | eLearning & Customer Enablement

- Reduced resolution time for known issues by 22% by mentoring new specialists and creating knowledge-base content.
- Provided technical and functional support to internal and external Accenture Learning Services clients, including eLearning platforms and learning-administration processes.

EDUCATION

University of Illinois at Chicago - Bachelor of Arts (B.A.), Graphic Design

SYSTEMS & PLATFORMS

Salesforce | Gainsight | Power BI | Pendo | ServiceNow | Jira | Confluence | Productboard | Salesforce Commerce Cloud

LANGUAGES & CERTIFICATIONS

English | Bosnian/Croatian (Native) | Relativity Certified Administrator | Reveal Administrator | Logikcull Administrator | Knowledge-Centered Service (KCS) Certification | Essential Principles of People Management | Managing with Impact 2