

Ian Schwarz

Kamas, Utah, United States | ian_schwarz@outlook.com | (435) 729-0079 | [linkedin.com/in/ianschwarz](https://www.linkedin.com/in/ianschwarz)

EDUCATION

University of Southern Maine

Did not complete

SKILLS

Programming Languages: SQL

Tools & Software: Salesforce, HubSpot, ChurnZero, Looker/Bi & health-scoring dashboards, Notion, Asana, Property/hospitality technology ecosystem fluency, AI in daily operations (Claude, ChatGPT)

Soft Skills: Account Ownership, Onboarding, Renewal, Retention, Expansion & Upsell, Renewal Negotiation & Forecasting, Executive & Multi-Stakeholder Relationship Management, Business Reviews & ROI Modeling, Escalation Management & At-Risk Recovery, Cross-Functional Orchestration (Pre-Sales, Implementation, CS, Product, Support), Property Operations & Vendor Management, CRM Hygiene, Pipeline & Health Reporting, Consultative Communication with Owners and Operators

WORK EXPERIENCE

Director of Customer Success — Contract (Embedded)

Nov 2025 - Aug 2026

One Journey

- Owns the post-sale motion for enterprise accounts — onboarding through renewal — building account planning, health tracking, and business-review cadence from zero.
- Advises the CEO on expansion priorities and translating customer insight into roadmap direction.

Principal

Jul 2020 - Present

CVH Studios

- Advised an independent hospitality real-estate portfolio on revenue strategy, lifting RevPAR 7.7% through pricing, channel mix, and demand forecasting — asset-level performance work for owner-operators.
- Built and ran the business review program — recurring reviews focused on delivered value, performance against outcomes, and portfolio-level ROI — the forum that unlocked sponsorship and surfaced expansion.
- Built and launched live SaaS products solo — Raiz'd (raizd.xyz) and BlackoutPDF (blackoutpdf.co) — each in-market with paid plans and 50+ users.

Vice President, Customer Success

Jun 2023 - Nov 2024

Cendyn

- Owned renewals and expansion across a \$65M+ ARR portfolio, selling into hotel owners, operators, and asset-level stakeholders — including institutional and PE-backed ownership groups.
- Served as primary relationship owner across multi-stakeholder accounts, from executive sponsors down to on-property operations teams.
- Built and ran the business review program — recurring reviews focused on delivered value, performance against outcomes, and portfolio-level ROI — the forum that unlocked sponsorship and surfaced expansion.
- Partnered with Sales on expansion identification, renewal negotiation, and multi-property rollouts across the largest strategic accounts.
- Acted as first escalation point on at-risk accounts; stood up a Renewal Desk and risk-flag program with SLA-driven timelines and a Finance-aligned forecast cadence, materially improving renewal forecasting and pipeline accuracy.
- Directed the cross-functional response to a 22-hour platform outage across major Las Vegas casino resorts (~\$6M ARR in marquee accounts) — assembled engineering and support inside an hour, escalated to COO and SVP, ran an hourly cadence with an independent review gate on every rollback, then met the affected clients in person and designed the standby-environment fix that closed the failure class.
- Partnered with Board and C-suite on KPI definition and an EBITDA plan that moved margins from 4% to 18%.

Senior Director, Customer Success

Nov 2021 - Jun 2023

Cendyn

- Built the account infrastructure from the ground up: account plans, business review templates, onboarding playbooks, and customer health scoring tied to product telemetry.
- Reversed a \$2.5M contract termination by surveying 150+ stakeholders, delivering role-based training, and fast-tracking usability fixes with Product.
- Delivered account-level ROI models with Marketing, lifting product sentiment, referenceability, and expansion pipeline.
- Directly managed 23 CSMs; partnered with Sales on enterprise renewals and multi-account rollouts.

Rooms Division Manager

Oct 2017 - Jul 2020

Stein Eriksen Lodge

- Directed property operations for a large multi-team operation — on-site staffing and scheduling, maintenance and engineering coordination, access control and key systems, vendor and contractor management, procurement, and budget — to a Forbes Five-Star standard with 89%+ satisfaction.
- Launched guest-service technology on property and influenced packaging and pricing — the operator's side of a property-tech rollout, including adoption, training, and change management with on-site staff.

Hotel Manager

Jan 2016 - Jan 2017

All Seasons Resort

Front Office Manager

Jan 2015 - Jan 2016

Main & Sky Hotel

First Mate

Jan 2009 - Jan 2015

US Merchant Marine

- Licensed deck officer accountable for crew, cargo operations, and safety and security compliance under federal inspection regimes.

PROJECTS

Raiz'd

- Built and launched live SaaS products solo — Raiz'd (raizd.xyz) — in-market with paid plans and 50+ users.

BlackoutPDF

- Built and launched live SaaS products solo — BlackoutPDF (blackoutpdf.co) — in-market with paid plans and 50+ users.

CERTIFICATIONS & ACHIEVEMENTS

- Licensed General Contractor
- US Merchant Marine officer's license (First Mate) - US Merchant Marine