

# Bobby Brown

Global Post-Sales Leader

My career has been focused on helping scale global leading-edge technology companies. My passion is to continuously improve while ensuring scale for future growth. It all starts with building an amazingly diverse team that truly cares about each other and our customers. I'm a customer-centric operational leader with proven results in maximizing revenue retention, and product adoption = NRR. My success has been based on blending high touch / open leadership style with analytics and KPIs to create a sustainable, scalable organization.

## EXPERIENCE

### Global VP, Customer Experience

[MessageBird](#) Jun 2020 - Present

- Designed and Implemented: 24x7 Support, Customer Success Management, Technical Account Management, Onboarding, and CX Operations.
- Oversaw the integration of five acquired companies post-sales teams
- Lead 150+ & hired 90+ amazing humans in 30+ countries on 6 continents.
- 45% increase in CSAT & 66% increase in NRR for managed accounts
- \$3M+ ARR in the first 2 years of services revenue post launch

### Limited Partner & Guild Member

[Invictus Growth Partners](#) Jan 2020 - Present

- Advise to the investment team on potential investments
- Provide post-sales advising to portfolio companies

### Global Head of Customer Success

[Twilio](#) May 2018 - Jun 2020

- Re-designed the Success program to align with the company's rapid growth
- Oversaw a 100+ Global Customer Success team
- Selected to Twilio's original Bar Raiser leadership & hiring program.
- Led the CS integration of the \$3B SendGrid acquisition
- 30%+ NRR difference for accounts with a CSM

### Advisor & Investor

[Riptide](#) Nov 2016 - Jun 2020

- Advisor for a messaging and payments platform for the supply chain industry.
- Work directly with the CEO and founding team on developing the corporate pitch
- Introduced investors which resulted in closing out the original seed round

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Amsterdam

## SKILLS

Human Leadership  
Global Expansion  
Go-To-Market  
Advisory  
Startup  
Project & Program Management  
Business Strategy  
Analytics & KPIs

## EDUCATION

### Business Administration

[Diablo Valley College](#)

### **Vice President, Customer Success**

[RiskSense](#) May 2017 - Feb 2018

- Oversaw all Post-Sales: Customer Success, Implementation, Professional Services, Technical Support as well as internal IT Business Systems & Helpdesk
- Responsible for evaluating and implementing a Customer Success software tool
- Designed and Implemented Salesforce Service Cloud to scale operations

### **Vice President, Customer Success & Operations**

[ScaleArc](#) Apr 2014 - Apr 2017

- Led Pre & Post-Sales Tech Support, Onboarding, Customer Success, Technical Account Management, and Technical Partnerships.
- Designed, hired, and built out a 24x7 global support organisation
- Supported large enterprise such as Dell, Microsoft, Autodesk & Nasdaq

### **Sr. Vice President, Global Operations**

[GoGrid \(formerly ServePath\)](#) Jul 2005 - Apr 2014

- Held various roles and responsibilities during the 9 years of at ServePath / GoGrid
- On the founding team that developed one of the worlds first cloud computing platforms
- Ran operations and post-sales during hyper scale from \$5 to \$50 ARR without funding
- Designed and led a team what is now called the CSMs
- Responsible for expansion of US-East and European HQ presence
- 30% increase in CSAT, and a 10-point increase in NPS year one after leading the team
- Led the company through its first HIPPA, PCI & SOC compliances

### **Program Manager**

[AT&T](#) Jan 2004 - Jun 2005

### **Project Manager**

[Google](#) Jan 2002 - Oct 2003

### **Project Manager**

[North Point Communication](#) Jan 2000 - Dec 2001

### **Project Manager**

[Nortel Networks](#) Jan 1996 - Dec 1999