

# HUGH J. GALLAGHER

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## CUSTOMER SUCCESS DIRECTOR – SUMMARY

**AWS CERTIFIED CLOUD PRACTITIONER | ENTERPRISE CUSTOMER LIFECYCLE | RETENTION & RENEWALS | PEOPLE LEADERSHIP**

Strategic and people-focused Customer Success Manager with over 10 years of experience in SaaS customer success, account management, and enterprise client solutions. Skilled at driving adoption, retention, and expansion across global accounts while leading distributed teams. Proven track record of exceeding renewal targets, managing enterprise customer lifecycles, coaching high-performing teams, and partnering cross-functionally to align customer needs with strategic initiatives.

US Navy Veteran

## KEY CAREER HIGHLIGHTS

- Smartmatic USA: Achieved 95%+ SaaS adoption and retention across enterprise public sector accounts.
- Rimini Street: Drove 30% YoY upsell/cross-sell growth by aligning success with expansion opportunities.
- Smartmatic USA: Closed \$282M enterprise contract, the largest in company history, through trusted customer relationships.
- Kyndryl (IBM spin-off): Increased NPS by 25 points through structured success planning.
- Kyndryl (IBM spin-off): Built \$100M+ qualified pipeline and improved enterprise win rate by 40%.

## PROFESSIONAL COMPETENCIES

- Customer Lifecycle Management (Onboarding to Renewal)
- Enterprise Customer Success & Account Management
- Retention, Renewals & Expansion Strategies
- Forecasting Revenue & Customer Outcomes (CSQLs)
- Team Leadership, Coaching & Talent Development
- Executive Stakeholder Engagement & Escalation Management
- Cross-Functional Collaboration (Sales, Product, Marketing, Legal)
- Data-Driven Insights & KPI Tracking
- Process Optimization & Workflow Scalability
- SaaS, Cloud & Enterprise Solutions, MSP
- Cybersecurity (NIST, FedRAMP, SOC 2, ISO 27001)
- CRMs (Salesforce, HubSpot)

## PROFESSIONAL EXPERIENCE

### Rimini Street

*Leading provider of ERP software support and services for Oracle, VMware, SAP, and AWS / \$430M revenue & 2,500 employees*  
**Senior Account & Customer Success Manager — (2023 – 2024)**

- Managed 50+ enterprise accounts, ensuring customer adoption, retention, and measurable outcomes.
- Owned renewals and expansion, consistently exceeding retention targets.
- Built and maintained accurate revenue forecasts and renewal risk assessments.
- Partnered with Sales to identify and qualify CSQLs to drive customer value.
- Collaborated cross-functionally with Product, Marketing, and Legal to deliver customer outcomes.

## Kyndryl, Inc. (IBM spin-off)

*Global leader in managed IT infrastructure services, post-IBM separation / \$18B revenue & 80,000 employees*

### Enterprise Client Solutions & Success Leader — (2019 – 2023)

- Directed 10+ distributed teams delivering SaaS/cloud success for enterprise and public sector accounts.
- Improved CSAT/NPS scores by 25% with proactive success planning and value realization strategies.
- Led enterprise onboarding through renewal lifecycle, reducing churn and mitigating renewal risks.
- Owned federal & SLED customer renewals and expansion, generating \$110M+ revenue.
- Partnered with Sales to identify expansion opportunities and CSQPs, strengthening customer relationships.
- Forecasted customer outcomes with precision, contributing to strategic business planning.

## Smartmatic USA (HQ London)

*SaaS technology provider for government solutions globally / \$500M revenue & 500 employees*

### Customer Engagement Manager – Public Sector Solutions — (2012 – 2019)

- Balanced sales and customer success responsibilities in a SaaS startup environment.
- Achieved 95%+ customer retention by implementing structured success frameworks.
- Partnered with C-suite executives and VAR partners to drive advocacy and adoption.
- Closed \$282M new enterprise contract through consultative engagement and executive relationships.

## EDUCATION & CERTIFICATIONS

- Master of General Administration (MIS Concentration), University of Maryland Global Campus | Maryland
- Bachelor of Science (Business Administration), Longwood University | Virginia
- AWS Certified Cloud Practitioner, Credential ID: uc-d1dbc9ca-4949-4c73

## MILITARY SERVICE

- Commissioned Engineering Division Officer led Division propulsion operations aboard Guided Missile Destroyer (DDG) surface combatant.