

# Amy McCall

*Driving AI-readiness and data connectivity through customer-centric frameworks.*

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Strategic leader with 13+ years of experience uniting Customer Success, AI enablement, and data integration strategy. Proven record of designing scalable data connectors, telemetry frameworks, and analytics pipelines that improve reliability, governance, and adoption. Passionate about translating complex data ecosystems into actionable insights that advance business and AI outcomes.

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## Professional Experience

### Customer Success & Data/AI Strategy Consultant, Independent Consultant, Remote

June 2025- current

- Designed AI-enabled BI frameworks for 50+ enterprise clients, improving onboarding velocity 3× and GRR by 15%.
- Built telemetry connectors integrating Zendesk, Datadog, and Power BI, reducing escalations by 25% and improving data transparency.
- Partnered with leadership to align analytics governance with \$5M+ expansion ARR and improve operational efficiency by 25%.

### Senior Customer Success Manager, Teradata, Remote

October 2024 – June 2025

- Led post-sales transformation for 40+ global enterprise clients, integrating telemetry insights and scalable onboarding frameworks that reduced time-to-value by 30%.
- Recovered 80% of at-risk accounts using predictive health scoring and escalation playbooks, contributing to a 20% YoY churn reduction.
- Tripled AI platform adoption through targeted success workshops and governance protocols, driving \$3M+ in expansion ARR.
- Served as escalation lead for complex technical and strategic issues, maintaining 95%+ CSAT and reinforcing executive trust.

### Senior Product Manager: Cloud, AI & Services Portfolio, Teradata, Remote

November 2023 -October 2024

- Defined and executed the AI tooling roadmap for ClearScape integration, launching five AI-native offerings generating \$12M ARR.
- Partnered with data engineering and CS teams to operationalize BYOM (Bring Your Own Model) workflows on VantageCloud Lake.
- Created predictive adoption dashboards using SQL and Power BI, enabling early visibility into renewal risk and data performance.

### Senior Program Manager: CX Strategy, Teradata, Remote

July 2022 – November 2023

- Scaled data onboarding programs across 8 global regions, cutting SLA breaches by 45% and ramp time by 40%.
- Created telemetry-led data quality frameworks in Gainsight automation, improving early warning accuracy by 50%.
- Partnered with platform teams to enhance data ingestion reliability and metadata tagging for global adoption analytics.

## CX Director, Teradata, Remote

February 2017 – July 2022

- Directed data-driven CX initiatives across a \$50M+ portfolio, sustaining NPS >85 and CSAT >95%.
- Embedded telemetry and incident analytics that improved SLA adherence to 99.5%.
- Co-led AI and analytics readiness initiatives across AWS, Azure, and GCP.
- Identified \$1.2M in upsell opportunities via VoC and predictive pattern analysis.

## CX Solutions Engineer, Teradata, Remote

May 2012 – February 2017

- Reduced time-to-value by 25% through onboarding and performance workshops tailored to enterprise analytics workloads.
- Resolved high-impact escalations across hybrid environments, reinforcing trust and minimizing disruption for Fortune 100 clients.
- Accelerated early adoption of VantageCloud architectures via enablement programs and technical advocacy across 3 continents.
- Created reusable customer playbooks for onboarding, optimization, and cross-team alignment — foundational for scalable CS operations.

## Operations Specialist, United States Navy, Yokosuka Japan

- Operated AN/SPS radar and electronic warfare systems, delivering real-time threat awareness across global deployments.
- Provided actionable targeting data under pressure, supporting command teams in tactical decision-making.
- Mentored junior sailors in radar operations and procedural excellence — many advanced into Service Experience roles post-service.

## Education

### DeVry University

- B.S., Data Management & Analytics
- A.A.S., Information Technology & Networking
- Certificate, Programming Essentials
- A.A.S., Network Systems Administration

## Technical Skills

API Integration (REST/GraphQL) | Metadata Management | Data Lineage | Data Quality Frameworks | SQL | Python | Power BI | Gainsight | Salesforce | Datadog | Zendesk | Predictive Modeling | BI Dashboard Design | Data Management | Cloud Platforms (Teradata VantageCloud, Azure, AWS, GCP) | AI/ML Enablement | Cross-Functional Analytics | Escalation Playbooks | KPI Forecasting | CAB & VoC Strategy | Data Governance & Compliance