Contact

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(LinkedIn)

Top Skills

Product Planning

Thought Leadership

Product Concept

Languages

French (Limited Working)

German (Elementary)

English (Native or Bilingual)

Certifications

Computer Security and Internet
Safety Fundamentals

Honors-Awards

Employee Recognition

Employee Recognition

Kevin Mease

Vice President of Products | Chief Product Officer | Enterprise SaaS |
Cybersecurity | AI & Cloud Strategy
Austin, Texas, United States

Summary

Accomplished Vice President of Products & Chief Product Officer
with 15+ years of leadership in enterprise SaaS, cybersecurity,
managed services, support, education, and IT services. Proven
success in scaling global product teams, driving innovation, and
delivering revenue growth. Adept at building and executing product
strategies that align with business goals while enhancing customer
experience, security, cloud interoperability, and enterprise services.

Key Highlights:
$300M+ revenue impact through enterprise product development
and customer success leadership.
Led global teams of 500+ employees across product management,
engineering, services, education and operations.
Scaled international teams, reducing attrition by 50% while driving
operational excellence.
Drove record-high customer renewal rates and improved key
support KPIs for enterprise clients.
Launched AI-driven automation, cybersecurity, and interoperability
products in global markets.

Areas of Expertise:
• Product Strategy & Roadmap | SaaS | AI | Cloud Transformation |
ERP | ITSM
• Cybersecurity & Compliance | Zero Trust | Enterprise Security
Solutions | Risk Management
• Managed Services & Support | Enterprise Software | Customer
Success | Revenue Growth
• Cross-Functional Leadership | GTM Strategy | Sales Enablement |
Partner & Stakeholder Engagement

Experience

MRI Software
Vice President of Products
May 2022 - Present (3 years 8 months)
Austin, TX

As Vice President of Product Operations, I lead a strategically critical portfolio focused on operational excellence, architecture, tooling, analytics, and innovation enablement. My work drives cross-functional alignment, execution rigor, and data-informed decision-making across the product ecosystem.

Strategic Leadership & Governance
• Oversee multiple Centers of Excellence, including Quality, Application Security, Tooling & Cost Management, Core Operations, Enterprise Architecture, Cloud Cost Governance, and Special Projects.
• Drive Agora Platform enablement, including innovation governance, headcount planning, and cross-functional coordination.
• Lead board-level initiatives such as investment prioritization, CAPEX mapping, and advisory councils.
• Embed program management rigor, architecture standards, and KPIs into MRI's global operating model.

Data & Analytics Enablement
• Champion usage analytics to inform product roadmaps, strengthen renewals, and optimize monetization.
• Oversee deployment of Pendo and GA4 across high-ARR products, enabling paywalls, in-app guides, and adoption tracking.
• Build early warning systems for churn, anticipating risk and shaping account strategy.

Tooling & Platform Strategy
• Manage Jira pipeline optimization with integrations across Okta, Power BI, and GitHub.
• Govern vendor adoption of Pendo to align with executive priorities.
• Evolve Agora into a command center with integrated workflows and enablement.
• Provide execution infrastructure for the Composable Real Estate Platform and the Enterprise Architecture Scorecard.

Execution & Enablement
• Partner across product lines and global teams to ensure delivery consistency.

• Scale global adoption of MRI products through platform standards, enablement programs, and scalable processes.

Lucky Thunder Property Group
Chief Executive Officer
January 2022 - Present (4 years)
Austin, Texas, United States

As CEO of Lucky Thunder Property Management, I lead our mission to modernize short-term rental operations by harnessing emerging technologies —particularly AI—to streamline workflows, enhance guest experiences, and maximize owner profitability. We specialize in full-service property management for vacation rentals in Austin and surrounding areas, combining data-driven pricing, automation, and hands-on hospitality.

In parallel, we're expanding into real estate acquisition, targeting high-potential properties that align with our long-term investment and operational strategy.

Rimini Street
Chief Product Officer
July 2021 - May 2022 (11 months)
Austin, Texas, United States

Leadership & Strategy:
• Defined and executed global product strategy for SAP, Managed Services, Security, Interoperability, and Support Services, driving market expansion and competitive differentiation.
• Launched new cybersecurity and interoperability products, enhancing enterprise resilience and integration capabilities.
• Partnered with sales, marketing, and engineering to deliver innovative enterprise solutions and improve customer satisfaction.
• Managed and scaled high-performing global product teams, focusing on talent development and execution.
• Optimized operational efficiency, ensuring compliance with industry standards, security best practices, and market regulations.

Jobvite
Head of Product Management
September 2020 - July 2021 (11 months)
Austin, Texas Metropolitan Area

Key Contributions

• Led product management team and defined company's product roadmap, ensuring alignment with business objectives and customer needs.
• Developed and launched innovative enterprise software solutions, increasing revenue and customer satisfaction.
• Collaborated with cross-functional teams (engineering, design, sales, and marketing) to bring new products to market and drive growth.
• Conducted market research & competitive analysis, identifying new opportunities and industry trends.
• Managed full product lifecycle from ideation to launch, ensuring on-time, on-budget delivery.
• Maintained key customer relationships, ensuring their needs were incorporated into the product roadmap.

MicroStrategy
4 years 7 months

EVP, General Manager
September 2018 - February 2020 (1 year 6 months)
Tysons Corner, VA

Operational & Team Growth:
• Led MicroStrategy HQ2 with 450+ employees, overseeing product, engineering, and support teams.
• Increased site workforce by 25% in one year while cutting attrition by 50%.
• Created customer site visit programs, driving multi-million dollar service pipelines and deeper enterprise relationships.
• Owned MicroStrategy Academy, overseeing all courseware, certifications, and technical training.
• Managed $300M+ in annual customer renewals, ensuring long-term retention.
• Transitioned customer success from reactive to proactive, increasing customer satisfaction to its highest level.
• Developed and executed customer support automation and SLA improvements, optimizing resolution times and service quality.

Key Achievements & Impact
Product Innovation: Launched AI, cybersecurity, and interoperability solutions, driving enterprise adoption and security advancements.
Revenue Growth: Scaled product lines and managed services, impacting $300M+ in customer revenue streams.
Team Leadership: Led global teams of 450+ professionals, driving performance, retention, and operational efficiency.

Market Expansion: Built GTM strategies that penetrated new markets, increasing customer adoption and renewals.

Process Optimization: Reduced unscheduled consultant backlog by 20%, increasing operational agility and delivery speeds.

EVP, Worldwide Customer Success
July 2016 - 2019 (3 years)
Washington D.C. Metro Area

Vice President of Technical Operations
August 2015 - 2019 (4 years)
Tyson's Corner, VA

PipelineDeals
Director of Product Management
January 2015 - August 2015 (8 months)
Greater Seattle Area

Amazon
Product Manager, Amazon Kindle
October 2014 - January 2015 (4 months)
Seattle

Talemetry Inc.
Sr. Director of Product Management & Support
2010 - 2014 (4 years)
Greater Seattle Area

TalentSpring
Product Manager
2009 - 2010 (1 year)
Greater Seattle Area

Nintendo of America
Product Tester
2008 - 2009 (1 year)

Payscale
Account Executive
2007 - 2008 (1 year)

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Education

BA, Political Science & Business Administration · (2001 - 2007)