

# Ryan J. Fischman

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Go-to-market leader combining technical expertise with proven ability to scale high-performing pre and post-sales teams. Experience building and scaling Solutions Engineering and Customer Success Engineering functions focusing on solution design, product adoption strategy, and process excellence. Track record of translating complex technical concepts into business value, enabling teams to drive adoption and expansion in enterprise AI/data and integration platforms.

## Dataiku

2023 - Present

Dataiku is a leading predictive analytics and AI platform. Our team helps enterprises implement and scale AI by coaching customers on People, Process, and Technology change management strategies.

## Sr Manager, Solutions Engineering, West & Central Regions

- Led technical pre-sales for \$56M ARR portfolio, managing 6 Enterprise/Sr SEs and 2 CSEs
- Drove 112% NDR through technical account strategy and architecture alignment
- Redesigned SE hiring process emphasizing technical assessment and solution design skills
- Created Customer Success Engineering function bridging technical pre-sales and post-sales

## Director, Customer Success, West & Central Regions

- 2024 By the numbers: 9 principal, strategic, and senior CSMs. \$44M ARR 111% NDR
- Collaborated with Sales AVP, Solutions Engineering, and Customer Success teams to overhaul GTM processes, focusing on strategic account reviews, risk forecasting, and adoption monitoring, directly impacting customer retention and satisfaction.
- Worked with Global professional services, field and sales engineering leads to streamline our pre to post-sales processes and ensure success for new customers

## MuleSoft, A Salesforce Company

2017 - 2023

MuleSoft is the industry leading integration and API development platform. Our team partnered with the Salesforce ecosystem to help customers implement a technology strategy that allowed customers to get the most out of all of their Salesforce products

## Sr. Manager Customer Success, State & Local Gov, Non-Profit, & EDU

- 2021 by the numbers: \$65M ARR. 79% Upsell target, 102% renewal attainment
- Scaled the team from 1 CSM to 8 in just 7 months by recruiting both internal and external talent
- Act as Executive Sponsor for some of our largest customers, aligning to department CIOs and CTOs to help drive a mutual strategy, advocate for product feedback, and share related customer stories

## Regional Manager Customer Success, West Commercial Business (CBU)

- 2020 by the numbers: \$35M ARR. 107% Upsell target, 101% Renewal Attainment
- Developed tailored solutions for down-market expansion, including streamlined technical adoption strategies and account transition guides, resulting in a 107% Upsell target achievement.

## Principal Success Manager

- 2019 by the numbers: 120% Upsell target, 108% Renewal Attainment, 200% Services/Training
- 2018 by the numbers: 112% Upsell target, 97% Renewal Attainment, 230% Services/Training

## OneLogin

2016 - 2017

OneLogin, Inc. is a cloud-based identity and access management provider that develops a unified access management platform for enterprise-level businesses and organizations

## Enterprise Customer Success Manager

- Primary post-sales point of contact for 25+ of OneLogin's largest enterprise customers.
- Implementing the company's first ever NPS survey program including technology sourcing, survey curation, follow-up motion, and data analysis

## Ernst & Young LLP

2013 - 2016

In Technology Risk, we assist in assessing risks, identifying gaps, mitigating audit risk and enhancing technology-related investments in support of a financial statement audit, audit of internal controls over financial reporting, System and Organization Controls Reporting and other forms of attestation services.

## Senior Consultant | Information Technology Risk & Assurance |

- Successfully led teams of 4 to 6 consultants on advisory engagements ranging from 2 weeks to 5 months.

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## **Technical Expertise**

Languages & Certifications: Dataiku Core & Adv Designer, Machine Learning & ML Ops practitioner, SQL Certified

Domains: AI Architecture, Enterprise Integration Strategy, IT Audit & GRC Compliance

## **Education & Interests**

California Polytechnic State University - San Luis Obispo

Major: Business Administration concentration in Computer Information Systems

Wine Spirits Education Trust Certified L1 & L2, Youth Basketball & Volleyball Coach and Referee