

CONTACT



Dublin, Ireland



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Core Competencies

Product Strategy & Vision • AI Integration • Emerging Technology Prototyping • Digital Experience Platforms • People Management • Cross-Functional Leadership • Stakeholder Alignment • Financial & P&L Management • Agile Delivery at Scale

AI Passion Projects

Developed and deployed a series of AI mini-projects at www.clportfolio.me to explore AI technologies:

- RAG-trained Chatbot
- LLM Temperature Tuner
- Emotion Analyzer

Education

- MBA, Durham University Business School, UK
- B.Sc. Communication Technology, University of Wuppertal, Germany

Certificates

- Artificial Intelligence Programme, Oxford University (Online),
- IBM AI Developer,
- Salesforce Agentforce Specialist.
- Dare-to-Lead Leadership Program
- MicroMaster in Digital Product Management, Boston University (Online)

Christian Langenberg

Senior Product Leader | Customer Success & AI Transformation

Professional Summary

Strategic and innovative Product Leader with nearly 20 years of experience transforming complex enterprise ecosystems into scalable, customer-centric platforms. Expert in digital experience, AI-driven productization, and cross-cloud integration within Salesforce's Customer Success technology landscape. Recognized for being customer centric, delivering measurable business outcomes, and shaping product strategies that bridge business vision with technical execution.

Professional Experience

Salesforce – Senior Product Manager | Dublin, Ireland | Feb 2020 – Present

Lead large-scale, cross-functional initiatives across Customer Success and M&A integrations, transforming Salesforce's Customer Success ecosystem through digital experiences and AI innovation. Manage a team of 3 Product Owners and multiple contractor squads driving delivery excellence across business units and acquired product lines.

- **Customer Success Platform Leadership:** Currently directing integration of 6 M&As into OrgCS, unifying authentication, entitlements, routing models and escalation management for 4M+ customers globally.
- **AI-Driven Experience:** Initiated Agentforce Adoption Agent — an AI-powered customer engagement initiative leveraging RAG and LLMs to drive adoption and learning. Defined PRD, customer journey, success metrics, and alignment with business stakeholder on MVP scope.
- **People Leadership:** Leading a team of three Product Owners, fostering growth through continuous feedback, and strategic alignment.
- **Program Leadership:** Leading multi-squad delivery model with contractors and internal engineering teams; Managing requirements, dependencies and stakeholder alignment. Partner with leaders across DET, CSG, and Architecture to align roadmap priorities and report on delivery health.

Key Achievements:

- Successfully launched three '0 -> 1 projects' within Salesforce, including the ML-based Recommendation engine or the Customer Success Score reaching over 85.000 customers.
- Authored comprehensive PRDs and customer journeys for AI-driven adoption flows, improving engagement metrics.
- Drove Agentforce escalation process reducing case resolution time and enhancing customer confidence in AI support.

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Fidelity Labs – Senior Product Manager | Dublin, Ireland | Sep 2018 – Feb 2020

Rapid prototyping and PoC development in Emerging Technologies, focusing on AI, blockchain, Virtual/Augmented Reality, and Quantum Computing.

- Drove ideation and rapid prototyping of 15+ Emerging Technology PoCs (featured in the **New York Times** or at CES in Las Vegas).
- Secured \$2 M in funding via business cases and leadership presentations.
- Key Achievement: Successful prototype using of a Generative Adversarial Network (GAN) to speed up financial modeling on a Quantum Computer.

Allianz Partners – Senior Product Manager | Dublin, Ireland | Apr 2017 – Sep 2018

Delivered digital claims automation and portal modernization for Allianz's global health insurance division.

- Drove implementation of PEGA rules engine for automated adjudication and eligibility validation, reducing manual processing time by 30% in 3 month.

EFI – Senior Product Manager | Dublin, Ireland | Aug 2015 – Apr 2017

Owned global marketing automation portfolio valued at \$6M, delivering double-digit growth through new product launches and SaaS transition.

- Defined 12–18 month product roadmap and GTM strategy; led product, pricing, and enablement for launch into U.S. and European markets.
- Drove P&L ownership, portfolio prioritization, and ROI-based investment decisions.
- Led pilot SaaS migration reducing onboarding friction and driving \$900K in new revenue within six months.

Microsoft – Support Program Manager | Dublin, Ireland | May 2014 – Aug 2015

Partnered with global operations and support teams to develop unified customer journey across service channels.

- Delivered self-help portal strategy that reduced repeat contacts by 15%.
- Led analytics reviews to identify drivers of partner dissatisfaction and redesigned escalation pathways.

Kodak – Senior Product Manager | Vancouver, Canada | Feb 2010 – Mar 2012

Held full P&L ownership of a \$10M global software portfolio covering creative and workflow automation products.

- Directed product strategy, roadmap, and pricing; balanced customer demands with innovation roadmap.
- Led portfolio consolidation into a unified cloud-based solution — an early modular SaaS architecture combining campaign, asset, and approval management.
- Delivered 20% margin improvement by transitioning underperforming SaaS deployments into bundled enterprise offerings with services and training.

Additional Information

- Global work experience across Germany, Canada, Ireland, and the United States.
- Passionate about AI, product innovation, and mentoring cross-cultural teams.