Ryan Segar

Field CTO, Global VP Sales Engineering

San Francisco, CA
(215)518-9124
ryan@calgorithm.io
linkedin.com/in/ryan-segar-50537849/

#purpose

"It's not the will to win that matters- everyone has that. It's the will to prepare to win that matters." Bear Bryant

#understand

"Data is every company's greatest challenge and biggest opportunity. Successful business intelligence strategies move beyond capturing data to asking the right questions of the data." -Eric Berridge

Proud Moments

UConn

Fiberlink

Periscope Data

Sisense

#lead

"Change is the law of life. And those who look only to the past or present are certain to miss the future." -JFK

Speaking Events

-Gartner Symposium 2013 (MDM Landscape)

-IBM Pulse 2013 (Hybrid MDM)

-IBM Insight 2013 (Mobile First Keynote)

-IBM Interconnect 2014 (Mobile Malware & MDM in the Enterprise)

-M6 2015 (MDM BYOD Trends)

-Gartner Symposium 2015 (Mobile Patient Engagement)

-M6 2016 (Apple Research Kit in Minutes)

-Dreamforce 2016 (IoT Reshaping Healthcare)

-Oracle Open World 2017, 2018, 2019 Python and BI

-Snowflake Data Summit 2018, 2019 The future of analytics>> Embed

Summary

The passionate "Voice of the Customer" helping companies of all sizes create incredible customer experiences that drive adoption, expansion and retention. Customer obsession is a commitment that starts within organizations and breaks down the silos of yesterdays businesses in order to usher in an age of transparency, connectivity and success. Listening, rather than speaking, is the secret to success and ensures that the relevant companies of today, stay relevant tomorrow. Ryan takes these beliefs and applies them to his work in order to consistently build and maintain the best products, via technology and overall experience, in highly competitive spaces.

Core Competencies

- Product Management
- Product Marketing
- Customer Experience
- Customer Service
- Engineering
- Sales Engineering

- Team Leadership
- Project Management
- Budget Management
- Strategic Planning & Analysis
- Public Speaking
- Analyst Relations

- Process Improvements
- Relationship Management
- Design
- Scrum
- Agile
- Integration

Work experience

Field CTO, Global VP Sales Engineering
2019 - Present

Sisense- BI Unicorn

Leads the customer facing engineering teams- SE, SA and PS across the globe. Offices located in SF, Scottsdale, NY, London, Tel Aviv, Sydney and Tokyo. Total team size is currently 125+ employees. Focused on multiple product initiatives as Field CTO, transforming the company vision and GTM strategy. Revamping the customer experience from Demo, POC and through onboarding. Building a new team of technical assets to drive success and retention post-sale.

VP Sales Engineering & Professional Services
2016 - 2019

Periscope Data (Acquired by Sisense)

Joined Periscope to build out a Sales Engineering org focused on pulling the company into larger, more complex deals upstream. Built multiple customer facing engineering teams- SE, SA, PS, TSE, TAM contributing significantly to the company growth and exit

- Lead the company into the fortune 2000 space
- Increased average deal size by over 300%
- Designed new product line based on customer and market feedback in the field
- Drove a large technical up sell model in product
- Revamped the entire demo and POC process to improve top, mid and bottom of funnel conversion rates

Director, Client Services & Success
2015 - 2016

CloudMine Inc

Directs the Client Success, Client Services, Customer Support and Sales Engineering teams tasked with controlling the overall customer experience from inception, to close and there after. All team members are responsible for direct customer interaction in order to understand customer needs, product usage and to apply this data to market trends for the roadmap.

- Created and grew the Sales Engineering team
- Created and grew the services team of both internal and external development resources
- Re-implemented on-boarding and evaluation programs
- Mapped and shipped 7 key customer features in 2015, pivoting the product placement

- Created outbound customer interaction program and cadence, driving retention and adoption metrics
- Launched SFDC connector (2016)
- Experienced 3x overall growth year over year
- 2016 Codie Best Mobile Solution
- 2016 Gartner Cool Vendor
- 2016 DreamForce Speaker

Manager, Advisory Software Engineering   2013 - 2015

IBM

Acted as the middleware between Inbound Product/Engineering teams. Dealt directly with customers to understand how they were using an array of products (MaaS360, Trusteer, QRadar Watson and App Scan) and how they could be improved upon.

- Lead product integrations between legacy and newly acquired technology
- Helped to reshape go to market strategies based on new tech designs and customer feedback
- Established short and long term roadmaps that influenced the relaunch of Watson
- Assigned to the board of IBM as a supplemental resource

Director, Technical Pre Sales   2010 - 2013

Fiberlink, an IBM Company (Acquired by IBM)

***Fiberlink- Purchased by IBM in 2013

Built and ran customer facing SWAT team to test and deploy BETA programs within the enterprise customer base of MaaS360 Mobile Device Management. Tasked with staying on the bleeding edge of technology in the mobile space and shaping a long term roadmap to stay competitive in the space.

- Reshaped direct customer interaction programs and their influence on the roadmap
- Established the "Voice of the Customer" program
- Brought SMB/ Mid-Market tech into the enterprise space over 18 months working directly with prospects in the space to understand and architect their product needs
- Highest save and close rate within the company
- Speaker, IBM Pulse and Interconnect
- Gartner Magic Quadrant Leader 4 years running

Pre-Sales Engineer   2007 - 2010

Shoptech Inc

Responsible for supporting Sales Directors through out the pre-sales process from a technical angle. Created product marketing and system demo programs. Provided written content and thought leadership.

- Assigned to largest and highest producing territories in the US and Canada
- Experienced 300%+ growth year over year
- Helped to reshape and launch key product features driving customer satisfaction and expansion

Bachelor of Arts in Business Management   2004 - 2008

University of Connecticut

Major in Business Management

Minor in Marketing