

# John Brouillard

New York

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## Account Management - Customer Success

Customer Relations | Global Leadership | New Business Development

Dynamic Customer Success Leader with 20+ years of experience driving operational excellence, vendor partnerships, and revenue growth across technology and service sectors. Proven expertise in managing high-profile global accounts and implementing strategic business initiatives that balance short-term customer needs with long-term growth objectives. Adept at leveraging data-driven insights to optimize processes, mentor cross-functional teams, and build trusted relationships with high-level executives. Poised to apply a robust track record in strategic planning and collaborative leadership to drive vendor and customer success initiatives in the consumables and household essentials space.

### Core Competencies

- Strategic Account & Vendor Management
- Customer Success Leadership & Team Development
- Business and Operational Strategy Execution
- Data-Driven Decision Making & KPI Management
- Cross-Functional Collaboration & Process Improvement
- New Business Development & Revenue Generation
- Relationship Management & Stakeholder Engagement
- Contract Negotiations & Change Management

### Professional Experience

Equinix, Inc. New York, New York

2018-Present

#### Sr. Customer Success Manager (Global Lead) – Financial & Enterprise Accounts

- **Global Customer Success Leadership:** Serve as a global lead overseeing Customer Success strategy and delivery across 3 to 5 CSMs per enterprise and strategic account, with direct influence on customer engagement and service execution in EMEA and APAC. Ensure global consistency, standardization, and operational excellence across all regions.
- **Strategic Account Management:** Manage a portfolio of high-value global accounts, including Goldman Sachs, Jefferies, Interactive Brokers, Deutsche Bank, American Express, BlackRock, M&T Bank, and Virtu Financial—totaling over \$3M–\$4.5M in Monthly Recurring Revenue (MRR).
- **Customer Advocacy & Executive Relationship Management:** Serve as the primary post-sales advisor to Managing Director, VP, and C-level stakeholders, advocating for customer priorities across internal teams to drive strategic alignment, operational excellence, and sustained value delivery.
- **Operational Execution & Enablement:** Lead cross-functional initiatives to scope, implement, and support complex, multi-region deployments. Align internal Sales, Operations, and Technical teams around account strategy and execution plans.
- **Global Process Improvement:** Identify service delivery inefficiencies and develop global playbooks, scalable workflows, and support models to enhance consistency and quality across international teams.
- **Performance Optimization:** Develop and track KPIs, health scores, and success plans. Conduct regular Customer Business Reviews (CBRs) with senior decision-makers to present performance insights and proactively identify growth and risk mitigation opportunities.

## **John Brouillard**

### **Recognition & Achievements:**

- Selected as President's Club awardee for delivering \$12M+ in net annual growth.
- Drove the fastest network product adoption rate across a field of 200+ global CSMs.
- Maintained a 100% customer retention rate and delivered negative churn across all managed accounts.
- Successfully scaled enterprise support frameworks across multiple time zones and regulatory environments.

### **Net@Work Inc., New York, New York Account Manager - Customer Success**

2016 – 2017

- Spearheaded the full customer lifecycle from onboarding to renewal, mapping key success milestones and monitoring performance via NPS, leading/lagging indicators, and account health metrics.
- Partnered with Pre-Sales, Project, and Sales teams to deliver seamless onboarding experiences and ensure customer satisfaction from initial engagement through 'go live.'
- Managed a hybrid model of high-touch, low-touch, and automated client interactions, balancing scalability with personalized service.
- Monitored product adoption and proactively engaged customers to drive usage of key features that supported strategic goals and higher renewal rates.
- Supported renewals by identifying account risks and growth opportunities, helping secure a 95%+ renewal rate and maintain monthly MRR with negative churn.
- Cultivated strong executive relationships at the C-Level and VP-Level to ensure open communication channels for feedback, upsell/cross-sell opportunities, and long-term alignment.
- Delivered executive-ready presentations highlighting onboarding progress, product value, and solution recommendations aligned with customer KPIs.
- Contributed to company growth and profitability initiatives as a collaborative and results-driven team member.

### **In-Tact Systems Inc., Port Washington, New York Technology Solutions Development**

2014 – 2016

- Lead collaboration between In-Tact's development teams and the State University of New York in the development of innovative new technologies for utilization by law enforcement patrol officers.
- Directly establish key-partnerships with a number of law enforcement contacts.
- Engage in in-depth research, authoring grants directed toward federal agencies.
- All completed projects rapidly sold to a wide variety of organizations providing law enforcement technology.

# **John Brouillard**

**NPA Computers Inc., Holbrook, New York**  
**Sales & Client Services Manager**

2001 – 2014

- Led service delivery, integration, and cloud hosting operations across government, education, and corporate accounts, managing support sales and delivery across multiple U.S. regions including NY, NJ, CA, FL, MD, and the U.S. Department of Energy.
- Negotiated and fulfilled high-value contracts across federal, state, and educational sectors, setting organizational benchmarks for federal and state contract acquisition.
- Maintained \$6M in annual revenue while securing multiple contracts exceeding \$500K, through customized proposals, targeted pricing strategies, and strategic solution presentations.
- Championed customer satisfaction by resolving complex billing, invoicing, and service delivery issues quickly and effectively.
- Restructured sales strategy and expanded service offerings to include disaster recovery, data center relocation, enterprise support, and staffing solutions.
- Conducted market research and launched targeted marketing campaigns that fueled geographic expansion from Long Island into the broader Northeast, Mid-Atlantic, and Southeast markets.

## **Education**

**State University of New York at Oswego – Oswego, NY**  
**Master of Business Administration (MBA)**

- Concentration in Strategic Management and Project Leadership
- Relevant coursework: Corporate Strategy, Financial Management, Marketing Strategy, Enterprise Risk Management, and Project Planning & Execution
- Honors: **Beta Gamma Sigma International Business Honor Society** (Recognized for academic excellence and outstanding achievement in business education)

**SUNY Empire State College – Saratoga Springs, NY**  
**Bachelor of Science (B.S.) in Microeconomics**

- Focus areas: Game Theory, Labor Economics, Market Structures, Econometrics, and Public Policy