



SuccessCOACHING

CON

CUSTOMER SUCCESS

TOP 100 STRATEGISTS

TOP 25 INFLUENCERS

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History of the Lists

Every year since 2014, when Frontleaf put out the first 50 to Follow in Customer Success list, we have worked with a team of industry partners to facilitate the creation of these lists as a means of recognizing the contributions from individuals across the Customer Success industry.

Unfortunately, in 2019 the annual streak of producing these lists was disrupted. Recognizing the value of this list and how it was a powerful force for connecting the broader Customer Success community, we have decided to pick up the torch and produce this annual resource going forward.

Why These Lists Matter

The Customer Success industry is something of a contradiction. It is both a small world and a large community. In the years since Customer Success has grown to become the force that it is today, the community has expanded from its roots in Silicon Valley and onto the world stage.

With that growth comes an explosion of ideas and practices. While social media and the internet have made the world a much smaller space, the practice of Customer Success and the sharing of ideas is still fractured.

Our aim with the list is to help you, the Customer Success community, to become more connected and aware of some of the great minds that you might not have otherwise been aware of. The Top 100 Strategists and Top 25 Influencer lists are designed to help raise your awareness and highlight the contributions that are being made by some of the Customer Success industry's unsung heroes.

CUSTOMER SUCCESS TOP 25 INFLUENCERS



We received over a thousand nominations from the Customer Success community, reduced that down to a list 200+ nominees based nomination counts. We then had six judges, all recognized for their industry insights, choose the Top 25 Customer Success Influencers of 2020 from the distilled list of nominees.

MEET THE JUDGES



Ari Hoffman
Director of Customer Advocacy
Coveo



Dave Blake
Founder and CEO
ClientSuccess



Disha Gosalia
VP, Customer Success
New Relic



Maranda Ann Dziekonski
VP of Customer Success
and People Operations
Swiftly



Rachel Orston
Chief Customer Officer
BetterCloud



Vijay Mehrotra
Professor, Business Analytics
& Information Systems
University of San Francisco



**TOP 25
CUSTOMER
SUCCESS
INFLUENCERS**

CUSTOMER SUCCESS TOP 25 INFLUENCERS



Allison Pickens
Investor
Allison Pickens Ventures, LP



Ashvin Vaidyanathan
Chief Customer Officer
Gainsight



Bill Cushard
General Manager
ServiceRocket



Chad Horenfeldt
Director, Customer Success
Kustomer



Dave Jackson
Founding Director
Customer Success
Leaders Institute



David Sakamoto
VP of Customer Success
GitLab Inc



Edward Chiu
Co-Founder & CEO
Catalyst Software



Emilia D'Anzica
Consultant, Customer Success
GrowthMolecule



Irene Lefton
VP of Customer Success
Emplnfo



Irit Eizips
CEO
CSM Practice

CUSTOMER SUCCESS TOP 25 INFLUENCERS



Jay Nathan
Chief Customer Officer
Higher Logic



Jeanne Bliss
Founder
Customer Bliss



Jeff Breunsbach
Director of Customer Experience
Higher Logic



John Gleeson
Head of Customer Success
KeepTruckin



Julie Hogan
VP of Customer
Experience
Drift



Kristen Hayer
Founder & CEO
The Success League



Kristi Faltorusso
VP of Customer Success
IntelliShift



Lauren Costella
VP of Customer Success
GoodTime.io



Mary Poppen
Chief Customer Officer, Glint
LinkedIn



Matt Myszkowski
VP EMEA, Customer
Success Services
SAP

CUSTOMER SUCCESS TOP 25 INFLUENCERS



Nick Mehta
CEO
Gainsight



Nils Vinje
Consultant
Glide Consulting



Peter Armaly
Sr Director, Customer
Success Enablement
Oracle



Shreesha Ramdas
SVP & GM
Strikedeck



Ziv Peled
Chief Customer Officer
AppsFlyer



TOP 100 CUSTOMER SUCCESS STRATEGISTS

CUSTOMER SUCCESS TOP 100 STRATEGISTS



The thing that sets this list apart from others is that it is generated by the community itself. The Top 100 List is the people's choice awards of Customer Success, with nominations and winners being selected by you, the Customer Success community.



Abby Hammer
Chief Customer Officer
ChurnZero



Alex Farmer
VP of Customer Success
Cognite AS



Alex Kaufman
Customer Success Manager
Signal AI



Alicja Heyduk
Head of Customer Success
Infermedica



Amanda Ingraham
Director of Customer Success
15Five



André Scaff
Product Manager
Loadsmart



Andreas Knoefel
Strategic Advisor
CStuners



Andy Elliott
VP, Client Success
Pegasystems

CUSTOMER SUCCESS TOP 100 STRATEGISTS



Anelice Costa
Head of Customer Experience
Jusbrasil



Ankit Aggarwal
Customer Success
Manager EU
MoEngage Inc



Annette Franz
Founder and CEO
CX Journey Inc



Anu Dudhat
Head of Customer Success
CustomerSuccessBox



Assaf Zamir
VP of Customer Success
Siemplify



Ben Winn
Community & Events Manager
Catalyst Software



Blake Webster
VP of Customer Success
& Support
Entrata



Boaz Arbel
VP Operations & Support
Logz.io



Boaz Maor
Chief Customer Officer
talech



Brian Hartley
Sr. Director, Customer Success
RFP360



Brian LaFaille
Global Head, Customer
Success Strategic Programs
Google



Bruno Giacomelli
Head of Customer Experience
Loft

CUSTOMER SUCCESS TOP 100 STRATEGISTS



Bruno Scott
Co-Founder
Kula.jobs



Carlos Quezada
Head of Customer Success
Aruba



Caroline Andreola
Customer Intelligence
Specialist
Bionexo



Chad Jasmin
VP of Customer Success
Wi-Tronix, LLC



Chitra Madhwacharyula
VP Worldwide Customer
Success
Joveo



Chris Hicken
CEO & Co-Founder
nuffsaid



Christopher Brown
Director of Customer Success
Fulcrum



Christopher Contreras
VP of Global Customer
Success & Operations
AdRoll



Dan Steinman
Chief Evangelist
Gainsight



Daniel Goldfeld
VP of Global Customer Success
Perimeter 81



Danielle Middlebrook
VP of Customer Success
RevolutionParts



David Ellin
Managing Director & CCO
Centric Leadership Strategies

CUSTOMER SUCCESS TOP 100 STRATEGISTS



Diana de Jesus
Enterprise Customer Success
Manager
atSpoke



Diego Azevedo
Founder
CS Academy



Donna Weber
President and Customer
Onboarding Leader
Springboard Solutions



Dutta Satadip
Global Head of Customer
Success and Operations
Pinterest



Ed Powers
VP of Customer Success
IntelliSecure



Eduardo Tavares
Head of Education
Stillingue



Elisabeth Courland
Customer Success Manager
Talentsoft



Ellie Wu
Sr. Director, Customer
Experience Transformation
SAP Concur



Erica Swint-Williams
Sr. Manager, Customer
Success
Mailchimp



Estevão Stumpf
Customer Success Director
Organica Digital



Guilherme Lopes
Director, Product Growth
Resultados Digitais



Guilherme Pellegrino
Co-Founder
SenseData

CUSTOMER SUCCESS TOP 100 STRATEGISTS



Guilherme Tavares
CMO
AnalisaBR



Gustavo Molina
Customer Success Manager
SenseData



Guy Nirpaz
Founder
Totango



Hiram Damin
Head of Customer Success
Jutsu Digital



James Scott
VP Customer Success
ShootProof



Jason Noble
VP Global Customer Success
Vinli Inc



Jeffrey Nadeau
VP of Customer Success
Wibbitz



Jéssica Araújo
Customer Success
SenseData



Jim Mercer
Head of Customer Success
Zoom



João Lucas Alves
Customer Success Coordinator
Wirecard Brasil



Jon Triggs
Head of Customer Success
Fluent Technology
/Flexi-Grant



Junan Pang
Sr. Customer Success Leader
Slack

CUSTOMER SUCCESS TOP 100 STRATEGISTS



Karisa Franck
Customer Success
Allya



Kevin Leonor
Customer Success Manager
RingCentral



Kia Puhm
Founder & CEO
DesiredPath



Kim Oslob
Sr. Director of Customer
Engagement
MeasuringU



Krista Roberts
Enterprise Customer Success
Manager
IntelliShift



Laryssa D'Alama
Sr. Manager, Customer
Success
Resultados Digitais



Leandro Demari
WW Customer Success
Leader DaaS
HP



Letícia Perdigão
Customer Success
Manager
Jusbrasil



Lilian Oliveira Franco
Manager, Customer Success
& Customer Care
Wirecard Brazil



Luciana Teles
Head of Customer Success
Axur



Manisha Marberry
Director, Customer Success
Sprinklr



Mariana Assis
LATAM - Strategic Account
Management, Workplace
Facebook

CUSTOMER SUCCESS TOP 100 STRATEGISTS



Mateus Pestana
Co-Founder and CEO
SenseData



Max Powers
Technology Advisor - Customer
Success & Business Operations
Max Powers Consulting



Megan Bowen
Chief Customer Officer
Refine



Megan Macaluso
VP, Customer Success &
Operations
ESG



Michael Zaitsev
Head of Customer Success,
CIS & Russia
Appsflyer



Mikael Blasdell
Executive Director
The Customer Success
Association



Mike Merit
Vice President, Customer
Success
Planet



Monique Maytê
Customer Success
Coordinator
TOTVS



Natalie Fedie
VP of Customer Value
HighRadius



Nick Chang
Global Head, HPE GreenLake
Customer Success
Hewlett Packard Enterprise



Nimesh Mathur
Head of Customer Success
Branch



Or Guz
Director of Customer Success
PerimeterX

CUSTOMER SUCCESS TOP 100 STRATEGISTS



Osha Kondori
Director of Customer Success
Sisense



Pat Phelan
Chief Customer Officer
GoCardless



Paul Case
VP of Customer Success
Tyler Technologies



Phil Nanus
VP of Research, Customer
Success
TSIA



Philip Munro
Director of Customer Operations
Linnworks



Rebecca Nerad
VP of Customer Success
E2open



Rick Adams
Business Consultant, Trainer,
and Coach
The Growth Consultancy



Roberta Silva
Founder
Consultoria de Sucesso



Ronni Gaun
Enterprise Customer Success
Manager
Zoom



Scott Dzialo
Director of Customer Success
Braze



Shari Srebnick
Head of Client Success
Searchmetrics



Sharon Zanandrais
Head of Customer Success
Amcham-Brasil

CUSTOMER SUCCESS TOP 100 STRATEGISTS



Sheik Ayube
Senior Director of Business
Development
ESG



Star Hofer
VP of Customer Success
PartnerStack



Steve Lipnick
AVP of Customer Success
DocuSign



Tomás Duarte
Co-Founder and CEO
Track.co



Victor Paulinno
Head of Customer Success
Fabricis Coaching



Vinicius Bento
Co-Founder and Presenter
Cliente Cast



Vipin Thomas
Director of Revenue
Operations & Strategy
SurveySparrow



Wayne McCulloch
Global Head - Customer
Success Group
Looker



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