



2023

CUSTOMER SUCCESS THOUGHT LEADERSHIP AWARDS




SuccessCOACHING

**SUCCESS
IN BLACK**



Customer
Success
Excellence

**GAIN
GROW
RETAIN**

POWERED BY  higher logic

Customer Success is a critical part of any business. Customer Success professionals are uniquely positioned to help customers achieve their desired outcomes, and their companies hit their revenue goals. To do so, they need to be supported by a strong network of colleagues.

The 2023 Customer Success Thought Leadership awards recognize the Customer Success professionals who are furthering the industry and community through thought leadership, mentorship, and innovation. These professionals are making a difference in the field and we can all learn from their experiences.

By creating these lists and connecting the rapidly-growing community to the top Customer Success influencers and thought leaders, we aim to create a robust network that can exchange ideas and drive further innovation in the field. Ultimately, we know this interconnectedness will help every Customer Success professional to provide the highest level of service to their customers and to thrive in their careers.



METHODOLOGY

The Top 100 Customer Success Strategists list is built by the Customer Success community. Thought leaders in the Customer Success industry who have provided the most insights, support, and knowledge were nominated by the community.

Nominees

Customer Success professionals were encouraged to show appreciation for influential thought leaders by nominating them for the 2023 Customer Success Thought Leadership Awards.

Nominees for the Top 100 and Top 25 Lists were determined by a 5-day nomination period. All nominations are tabulated, and the top 200 semi-finalists, based on nomination count, are selected for inclusion in the voting list. In cases of a tie, all qualifying nominees are included in the semi-finalist list resulting in a 200+ nominee count.

Top 25 Judging

Winners for the Top 25 Influencers list were determined by our panel of expert judges. All nominees for the Top 100 Strategists list were considered and reviewed by the judges with winners being selected based on the impact that their thought leadership, mentorship, and contributions have made on the Customer Success community.

Top 100 Voting

Winners for the Top 100 Strategists list were determined by the Customer Success community.

The Top 100 Strategists were named based on their total vote count and influence score as determined by the voters who participated in the voting process for the 2023 Customer Success Thought Leadership Awards.

Regional Top 10 to Watch

The Regional Top 10 Customer Success Professionals to Watch lists honor the contributions of the thought leaders in each geographic region who are making an impact but did not garner enough votes or nominations to be included in the global Strategist or Influencer lists.

MEET THE JUDGES

TOP 25
JUDGE
CUSTOMER SUCCESS

2023



Ankit Aggarwal
Lead, Customer Success Enablement
MoEngage



Chad Horenfeldt
Customer Success and Customer
Experience Leader
PathFactory



Emilia D'Anzica
Founder, Managing Partner
Growth Molecules



Kristen Hayer
Founder and CEO
The Success League



Melissa Araujo
Senior Account Manager
Apura Cyber Intelligence S/A



Shari Srebnick
Principal Analyst
Forrester



Alex Farmer
Chief Revenue Officer
Nezasa



Alex Turkovic
Director, Adoption Programs
Snow Software



Anika Zubair
The Customer Success Pro
Customer Success Consultant



Bob London
CEO, Founder and Chief Listener
Chief Listening Officers



Brittany Casey
Lead Customer Success Manager
DocuSign



Carly Agar
Instructor @ CSM School
Pavillion



Cinthia Silva
Customer Success Manager - Fintech
Nasdaq



Dana Alvarenga
Vice President of Customer Experience
SlapFive: Customer Marketing



Daphne Costa Lopes
Principal Manager, Customer Success
HubSpot



Diana De Jesus
Customer Marketing Manager
Catalyst Software



Donna Weber
Customer Onboarding Expert
Donna Weber



Emily Garza
Head of Customer Engagement
Unit21



Erika Villarreal
Principal Customer Success Manager
Eptura



Gemma Cipriani-Espineira
VP of Customer Success
MNTN



TOP 25 INFLUENCERS



Greg Daines
CEO
ChurnRX



Irit Eizips
Chief Customer Officer and CEO
CSM Practice



Jan Young
Founder and Chief Customer Officer
JanYoungCX



Jay Nathan
EVP, Corporate Market and Chief
Customer Officer
Higher Logic



Josh Schachter
Chief Executive Officer
UpdateAI



Jyo Shukla
Director, Customer Experience
Transformation
Raptiv



Kristi Faltorusso
Chief Customer Officer
ClientSuccess



Maranda Dziekonski
Senior Vice President, Customer Success
Datassembly



Rachel Provan
Founder and CEO
Provan Success



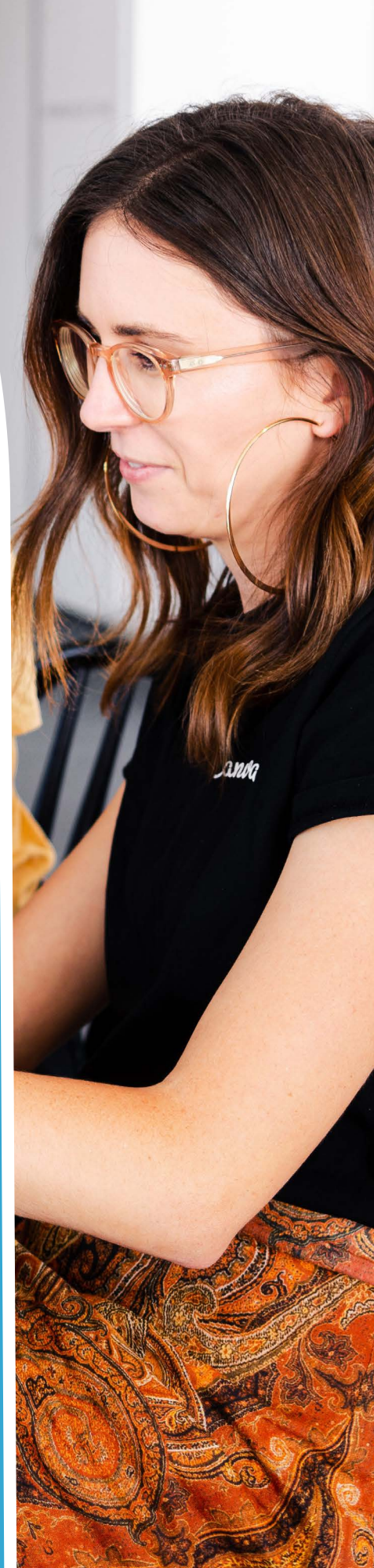
Rod Cherkas
CEO and Founder
HelloCCO



Ziv Peled
Chief Customer Officer
AppsFlyer



TOP 25 INFLUENCERS





TOP 100 STRATEGIST CUSTOMER SUCCESS 2023



TOP 100 STRATEGISTS

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



Aaron Cher
Asia Lead Customer Success
Sitecore



Abhishek Mangaraj
Sr. Director - Global Account
Management & Customer Success
yellow.ai



Aditya Maheshwari
Director of Customer Success, INSEA/ANZ
AppsFlyer



Adrian Mendes
Global Head, Customer Success
QuestionPro



Alok Singh
Associate Director of Customer
Success
MangoApps



Amber Monroe
Head of Enterprise Strategy
Paradigm of Senior Services



Anand Chaurasia
Director - Customer Success
yellow.ai



Angeline Kish
Director of Customer Success
VMware



Annie Stefano
Head of Education, Strategic Advisor
Growth Molecules



Asaff Zamir
Chief Operating Officer
Zencity



Athif Mohammed
Director of Customer Success
Seclore



Bharath Jagannath
Sr. Manager Strategic Alliances & CS
Operations
Zluri



Bhavika Kochhar
Founder
CS Ladies



Brandon Cestrone
Senior Customer Success Manager
Funnel



TOP 100 STRATEGISTS



Chad Rosh
Team Lead, Customer Success and
Scaled Programs
GaggleAMP



Chilik (Chil) Hochberg
VP of Customers
Rookout



Chinele Diejomaoh
Customer Success Manager
NorthRow



Chitra Madhwacharyula
Customer Success/Growth Coach
Catalyst Software



Deivison Vieira
Founder
CLG | Customer Led Growth Educação



Diana Blanco Pautt
Manager of Customer Success EMEA
and SAJK
Agilent Technologies



Diego Azevedo
Founder e CEO
CS Academy



Diego Malta
Co-Founder e Diretor de Educação
Customer Led Growth - Educação
em CLG



Diego Tjen-A-Tak
Customer Success Manager
LinkedIn



Ed Powers
Principal Consultant
Service Excellence Partners



Effie Mansdorf
Sr. Director of Customer Success
Adaptive Shield



TOP 100 STRATEGISTS



TOP 100 STRATEGISTS



Ejieme Eromosele
GM, EMEA
Quiq



Eliran Shemesh
Head of Customer Success
Shield



Elizabeth Italiano
Co-Founder and Managing Partner
GTM Advisors



Estevão Stumpf
Diretor de Sucesso do Cliente
Orgânica Digital



Eyal Maor
Senior Vice President Customers
Glassbox Digital



Fouad Adel
Enterprise Customer Success Manager
Superside



Fran Mayfield Stevenson
VP, Customer Experience
US Council for Athletes' Health



Gali Michaeli
VP of Operations
Explorium



Gustavo Molina
Customer Insights Leader
Sanar



Guy Galon
VP of Customer Success
Obrela



Guy Rahamim
Customer Success Manager
LinearB



Himanshu Garg
Director, Business Engineering &
Technical Experience
Razorpay



Ilana Yakobi
VP Customer Services
DoControl



James Scott
Senior Advisor & Fractional CCO |
Customer Success
Growth Molecules





Jasmine Reynolds
Growth Coach
Catalyst Software



Jean-Pierre Frost
Client Success Manager
Qnary



Jeff Heckler
Director of Customer Success Solutions
MarketSource Inc.



Jeff Kushmerek
CEO and Founder
Infinite Renewals



Jeremy Donaldson
Sr. Director, Customer Success
lifeloop



João Melo
Customer Success Senior
SenseData



João Victor Fernandes da Silva
Associate Founder & Revenue Consultant,
Business Analyst
Nova Gestão



John Brunkard
Senior Director / Head of Customer
Success, APAC and Japan
Sitecore



Juliana Alves
Consultora Especializada
Success Go



Julie Fox
Sr. Manager, Customer Success
FloQast



Kate Peter
Vice President, Customer Experience
Strategy and CS Ops
Anaplan



TOP 100 STRATEGISTS





Kavya Shetty
Lead Customer Success Specialist
Boeing



Keishla Ceaser-Jones
Sr. Director, Partner Success, Digital
Experience and DEI ERG Leader
EAB



Kewal Shinde
Customer Success Manager
Oracle



Krista Roberts
Senior Customer Success Manager
ClientSuccess



Kristen Gray Psychas
Sr. Customer Success Manager
Banzai



Larissa Oliveira
Professora
CS Academy



Lokenath Saha
APAC Manager - Cloud Services
Customer Success
Red Hat



Mahesh Motiramani
RVP, Enterprise Customer Success
Workato



Mane Poghosyan
Strategic Client Partnerships &
Associate Product Manager
JamesEdition



Marco Carrubba
Director of Customer Success
Account Management
Microsoft



Mariana Magre
Head of Customer Success
Poli



Marija Skobe-Pilley
Customer-led Growth Advisor
Catalyst Software



Markus Rentsch
CEO
Remark-able



Mausmi Ambastha
Founder and Dreamer
ZapScale



TOP 100 STRATEGISTS



Meenal Shukla
Director, Enterprise Customer Success
Gainsight



Michi Hu Pezeshki
Chief Customer Officer and Co-
Founder
RecastSuccess



Mickey Powell
Co-Founder, Head of GTM
UpdateAI



Mohammed Alqaq
Customer Success Manager
Crucial Solutions & Services (CSS)



Monique Maytê
Gerente de Customer Success
TOTVS



Nadav Shem-Tov
Founder and CEO
NST Success Consulting



Neil Paul
Lead Customer Success Manager
WhatFix



**Nicolás (Nico) Mendy de
Baeremaecker**
International Senior Customer
Success Manager
RD Station



Nicolý de Mello Branco
Customer Success
SenseData



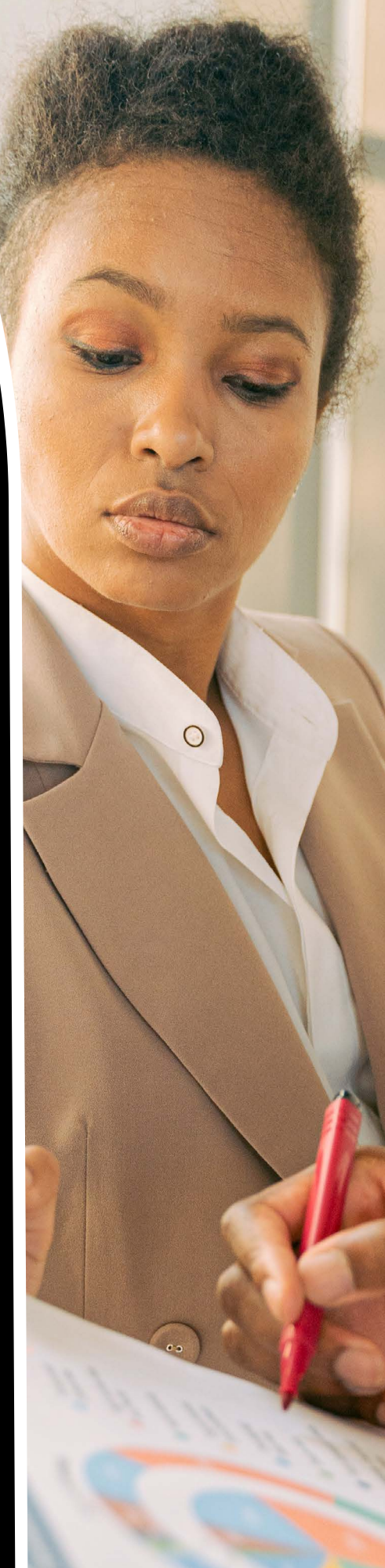
Ofer Oringher
Director of Key Accounts
Bright Data



Olivier Fiaty-Amenouvor
Senior Customer Success Manager -
North America (Strategic Accounts)
Camunda



TOP 100 STRATEGISTS





Or Guz
VP of Customer Success
Velocity



Prashanth Jothi
Team Lead Customer Success
HubSpot



Priyadarshini Gandhi
Customer Success Executive
Red Hat



Ralphie Murphy English
Vp of Customer Success
Deepgram



Raman Bindra
Director- Customer Success, Jio
Partnership
Haptik



Rick Adams
Author, Trainer, Consultant and
Business Owner
PracticalCSM.com



Robs
Consultora de Customer Success
Consultoria de Sucesso



Rochelle Shearlds
Senior Director, Global Customer Success
Medrio



Rodolfo Boscolo
Head of Customer Success
NORDICA



Rodrigo Teixeira
Analista de Sucesso do Cliente (High-
Touch Analyst - Revenue Growth)
Voxuy



Sabina Pons
Managing Director
Growth Molecules



Sheik Ayube
Vice President of Business Development
ESG



Shreyans Mehta
Customer Success Team Leader
AppsFlyer



Smritilekha Mitra
Senior Customer Success Manager
Indus Net Technologies (INT.)



TOP 100 STRATEGISTS



Sridevi Gopaldaswamy
Customer Success Architect - Cloud Services
Hewlett Packard Enterprise



Stijn Smet
Team Lead Customer Success
Whale



Swati Garg
Founder and CEO
Melo Associates



Tanya Jaiswal
Customer Success Manager 2
Haptik



Thuize Duarte
E-commerce Key Account Manager
Pleno II
Magazord - Digital Commerce



Tom Carnewal
Head of Customer Operations (CCO)
Customer Cross Company



Victória Teles
Customer Success Pleno
LEVEE



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



Vinícius Rieping
Team Leader Customer Success
South Latam
Infobip



Viviane Cândida
Coordenadora Customer Success
Torre V&D TOTVS
TOTVS



William Stevenson
Founder and COO
Onboard.io



TOP 100 STRATEGISTS



**NORTH
AMERICA**

A graphic featuring silhouettes of three people in a meeting, with a blue banner at the bottom. The banner contains the year '2023'.

**THOUGHT LEADER
WATCHLIST
CUSTOMER SUCCESS
2023**

REGIONAL WATCHLISTS

These regional watchlists honor the contributions of the thought leaders in each geographic region who are making an impact but did not garner enough votes or nominations to be included in the global Strategist or Influencer list.





Aaron Hatton
Digital Customer Success Program Manager
Gainsight



Angie DeLaRosa
Associate Director, Customer
Success (Operations)
Navex



Bhumika Arora
Strategic Advisor - Customer Success
The Career Foundation



Brianda Traylor
Customer Success Manager III
Konica Minolta Business Solutions U.S.A.



Cait Espe
Senior Director, Customer Success
and Support
Squire



Colby Bock
Director of Customer Success
Program Delivery
ESG



Jeff Epstein
Founder
Onboard.io



Josh Rosenthal
Chief Customer Officer
boostsecurity.io



Krishna Kant
Senior Manager, Professional
Services
Apptio, an IBM Company



Parul Bhandari
Director of Customer Success
Nauto





Cristina Januária
Solutions Engineer Team Leader
Pipefy



Danilo Nascimento
Head of Customer Success
FindMe - Technology for Security and
Services



Fernando Hansen
Presidente AEPOLLO
Trino Polo



Gabriel Nascimento
Head of Customer Success &
Customer Experience
Clube Candeias



Giordana Maluzzi
Consultor de Customer Success II
Sankhya Gestão de Negócios



Ingrid Salles
Manager of Customer Success, CX &
CS Ops LATAM and US
LEVEE



Jucélio Fernandes
Success Squad Leader
SenseData



Liana Braia Felipe
Diretora de experiência do cliente
Sankhya Gestão de Negócios



Raquel Martins
Customer Success Pleno
SenseData



Washington Soares
Analista de Customer Success Sr.
Intelligenza



EUROPE, MIDDLE EAST, AFRICA



Delia Visan
Customer Success Lead
DRUID AI



Gagan Vashistha
Senior Customer Success Manager
(Strategic Key Accounts - Enterprise)
OneTrust



Maor Ben Ishay
VP Customer Success & Services
Duve



Marie Lunney
Digital Customer Success Marketing Manager
Top Employers Institute



Michael Newman-Snell
VP Customer Success
OBRIZUM



Mick Weijers
Director of Customer Success
Channext



Saahil Karkera
Founder & Chief Connector
CS Connect



Sally Stoewe
Co-Founder
Customer Obsessing Consulting



Shai Ritblatt
Head of GTM
Jigso



Sue Nabeth Moore
Co-Founder
Success Chain





Anit Nayak
Head of Customer Success
Netcore Cloud



Chetan Pant
Senior Manager, Customer Success
Haptik



Jiten Ramrakhiani
Director of Customer Success
Haptik



Junaid Mohammed
Vice President of Customer Success
Hiver



Ravi Ranjan
Senior Manager CS - India
VariniusLifemedia



Ricky Bedi
VP Customer Success and Account
Management
yellow.ai



Shagun Vaish
Success Director - Principal
Customer Success Manager
WhatFix



Shakhivel Matheshwaran
Senior Enterprise Portfolio Manager
Hiver



Sumi Jaiswal
Vice President & Head - Global
Customer Success
ZingHR



Suprej Venkat
Director, Churn360
Kovai.co



Education You Can Trust. Training You Can Use.

The approach that many Customer Success educators and companies currently take to providing CSMs and leaders wastes time on information that looks good on paper, but is not actionable. We created the SuccessCOACHING courses because nobody was delivering the type of training that today's Customer Success practitioners need.

SuccessCOACHING shifts the focus away from providing general information about the "why" and the "what" of Customer Success, to delivering practical, proven methods and practices that provide the "how" of delivering Customer Success.

With 60+ years of combined industry background, we are serious about providing a superior learning experience. It is important to us that our programs are held to the toughest standards of educational quality so that it provides exceptional value to our students.

Our CCSM training programs have been certified by the world's leading Continuing Professional Development accreditor, [The CPD Certification Service](#), as meeting or exceeding the global CPD Standards. Accreditation is a long process in which we had to demonstrate adherence to the highest external standards of quality, and show that our materials are continuously updated and improved to keep up with the latest developments in the field.

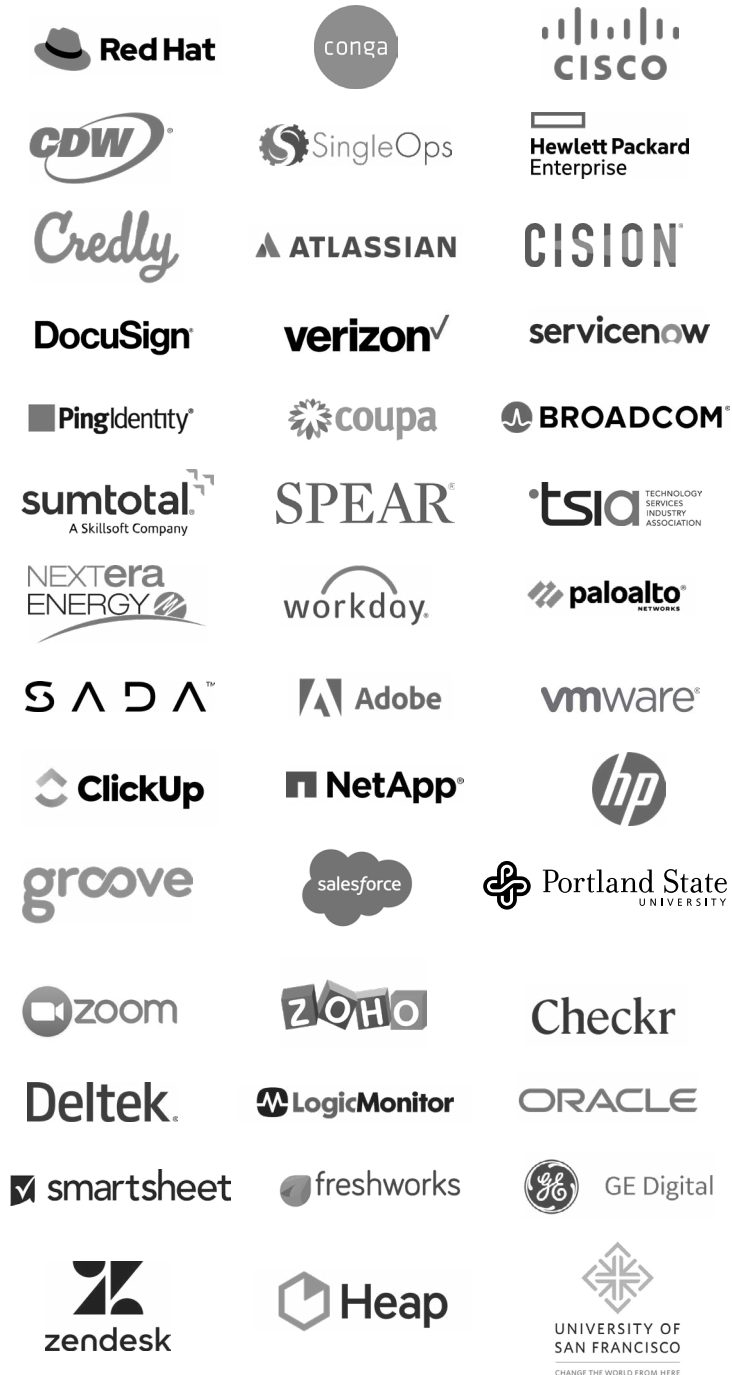
A Commitment to Career-Long Learning

Continuing professional development and education is a career-long obligation for Customer Success professionals, giving them a clear path to success within their current role and progression to future ones.


By pursuing Customer Success training with accredited programs such as SuccessCOACHING, CSMs and Customer Success teams demonstrate commitment to the profession and reap the benefits of a quality education in the field.



Trusted by CSMs from Great Companies



SuccessCOACHING by the Numbers

 **27,000+**
Students

 **20,000+**
Certified CSMs

 **92+**
Countries

 **500+**
Certified CSMs
per month

 **4.6**
Stars from over 700
[reviews on G2](#)

Learn More About Customer Success Training Programs

To find out more about the on-demand and instructor-led Customer Success training programs from SuccessCOACHING, visit successcoaching.co.



SuccessCOACHING