LIRAN GABAY

Chief Customer Officer | VP of Customer Success | MAMRAM Alum

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EXECUTIVE SUMMARY Strategic Business Leader with 15+ years of experience scaling global customer operations and post-sales functions for high-growth tech companies. Specialist in transforming Customer Success into a revenue engine, managing ~$50M ARR portfolios, and leveraging AI-driven automation to achieve world-class retention. Proven track record in driving NRR and executing complex business model transitions.

PROFESSIONAL EXPERIENCE

SILK.US | Israel/Global **Chief Customer Officer (CCO)** | *2025 – Nov 2026*

- **Revenue & Portfolio Ownership:** Directed a $30M+ software subscription ARR portfolio, focused on high-value enterprise accounts with an average ARR of >$1M.
- **Strategic Go-to-Market Realignment:** Engineered a high-efficiency ownership model between Sales ("hunting") and CS ("farming"), resulting in optimized customer retention and expansion.
- **Customer-Centric Culture:** Scaled a "Customer Obsessed" mindset across Product, Engineering, and Finance, bridging cross-functional silos to enhance the overall journey.
- **AI & Operational Excellence:** Pioneered the integration of AI workflows (Claude, OpenAI, MS-Copilot) and specialized tools (PlanHat, Salesforce,Typeform) to eliminate churn risks and automate end-to-end post-sales ops which allowed CS teams to be more relationship focused.

Vice President of Customer Success | *2020 - 2025*

- **Rapid Scaling:** Built the global CS, Support, and Professional Services organizations from the ground up.
- **Retention & Growth Impact:** Delivered a 15% increase in NRR and reduced churn to <5% within the first year of operation.
- **Technical Sales Enablement:** Led the Cloud Solutions team to achieve a 65% POC-to-sale conversion rate by streamlining Public Cloud integration (Terraform/Ansible).

KAMINARIO INC. | Israel/Global **Vice President of Customer Success** | *2015 – 2020*

- **Business Model Transformation:** Led the critical company-wide transition from perpetual software licensing to a recurring subscription model reaching ~$50M ARR
- **C-Suite Leadership:** Served as a member of the CEO Staff, directly influencing global company strategy and organizational scaling.
- **Operational Productivity:** Implemented global escalation processes and BI integration that increased the Support team's productivity by over 50%.
- **Global Support Architecture:** Built a world-class organization from scratch with teams around the world (EMEA/APAC/NA) and a state-of-the-art automated Customer Portal.

NETAPP EMEA HQ | Amsterdam, The Netherlands **Technical Support Manager - Southern Europe** | *2007 - 2014*

- **International Leadership:** Managed multi-cultural Level 2/3 technical teams across France, Italy, Spain, and Israel.
- **Operational Efficiency:** Led the outsourcing of Level 1 European language support and automated global KPI tracking.
- **Award-Winning Performance:** Two-time winner of the Business Excellence Award for management and career development of a 30-person engineering group.

IDF (MAMRAM) Team Lead - Core Software Division | *2003 - 2007*

- **Infrastructure Design:** Directed a team of storage engineers to design and implement cascaded DRP and backup solutions for mission-critical systems.
- **High-Stakes Planning:** Led the POC for storage requirements for the $250M Ground Forces Digitalization Program ("ZAYAD").

LANGUAGES & CITIZENSHIP

- **English:** Native-level fluency (Professional leadership of US/Global teams)
- **Hebrew:** Native
- **Spanish & Dutch:** Basic (A2/B1)
- **Citizenship:** Israeli & Portuguese (**Full EU Work Authorization**)

PROFESSIONAL FOUNDATION

- **MAMRAM (Elite IDF Technology Unit)** | *2003 – 2007* Completed 4-year intensive service in Software Engineering and Enterprise Infrastructure