



# KJ Hall

## HEAD OF CUSTOMER SUCCESS



✓ LEADERSHIP

✓ CUSTOMER SUCCESS

✓ SAAS CONSULTANCY

“My mission is to partner with our customers to ensure they meet and exceed their desired outcomes by optimising their usage of our product.”

Executive leader with an outstanding record of driving client success by delivering domain expertise and consulting. KJ has a proven track record of establishing and scaling organisational capabilities to support rapid growth phases.

### CONTACT

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[kj@surepact.com](mailto:kj@surepact.com)

[LinkedIn](#)

#### EDUCATION

Bachelor of Software Engineering  
Dublin City University, Dublin

#### EXPERTISE

- Leading high performing teams
- Domain Expertise & Consulting
- Scaling business for high growth

#### EXPERIENCE

##### SUREPACT

Head of Customer Success  
Oct 2021 – Current

- Leading, expanding and mentoring Customer Success team
- Driving customer satisfaction through domain expertise led consultancy
- Delivering customer focused business process optimisation
- Partnering with our product and technical teams to deliver customer centric solutions

##### FICO

Senior Director, Solution Success, APAC  
2016-2021

- Leading solution success and delivery capability for region
- Delivering exceptional customer focused consulting
- Managing geographic expansion throughout APAC
- Establishing analytical reporting capability to provide customer focused performance metrics

Director, Professional Services  
Practice, APAC  
2012-2016

- Leading all software delivery for the region
- Establishing offshore teams to support high margin business
- Establishing repeatable project delivery model to optimise delivery time
- Creation of repeatable domain expertise based solutions

##### KANA SOFTWARE

Senior Business Consultant /  
Project Manager  
August 2009- 2012

- Delivery lead for major programs of work
- Solution and Domain expert based consulting
- Mentoring and coaching team

##### QLD INVESTMENT CORPORATION

Business Consultant  
April 2009 – August 2009

##### KANA SOFTWARE

Senior Business Consultant/  
Project Manager  
2005-2008

Software Development Team Lead  
2004-2005

Software Solutions Consultant  
2003-2004