

CIARAN SHEEHY

CUSTOMER SUCCESS & POST-SALE OPERATIONS LEADER

Rugby, Warwickshire | 07917 100 377 | ciaran.sheehy@hotmail.com | LinkedIn: [Ciaran Sheehy](#)

PROFILE

Commercially minded Customer Success leader with experience directing Customer Success, Account Management, Support and Implementation in SaaS and technology businesses. Track record includes ownership of £4million book of business, regular delivery of 110% of annual revenue target, Net Revenue Retention of 115%, and custom automations that reduced manual work by 25% each week. Combines executive-level influence with hands-on operating model design, using customer insight, data and AI to strengthen retention, service performance and scalable growth.

PROFESSIONAL EXPERIENCE

FuseMetrix | SaaS platform for visitor attractions, leisure and experience operators

Head of Customer Success | Oct 2025 – Present

SELECTED ACHIEVEMENTS

- Redesigned the post-sale operating model across three distinct functions — Account Management, Customer Support and Implementation — creating clearer ownership, governance and accountability whilst reducing required head count by 25%.
- Built an implementation playbook and performance framework; achieved 95% playbook compliance and maintained implementation CSAT at 9.5/10 during year 1.
- Introduced an AI-first support model using Intercom and Fin AI. In August 2026, the channel handled 582 conversations, with AI involved in 420 (72%) and directly resolving 162 (39% of AI-involved conversations).
- Established measurable service standards, including reducing average ticket resolutions by 20% and increased per team member ticket capacity by 15.
- Created customer segmentation, health, risk and engagement reporting to focus account management effort and give leaders clearer visibility of retention risk and growth opportunity. Maintained 100% customer retention YTD.

RESPONSIBILITIES

- Lead Customer Success (headcount = 13) across Account Management, Support and Implementation, with accountability for customer experience, retention, operational performance and post-sale transformation.
- Own executive relationships, major incidents, complex complaints and high-risk accounts, balancing transparency, commercial judgement and relationship recovery.
- Partner with the CEO, Board, Sales, Product and Development teams to represent customer priorities and influence roadmap and investment decisions.
- Use AI and automation to improve reporting, knowledge management, customer communications, analysis and management effectiveness.

Rippl | SaaS employee engagement and benefits platform

Head of Customer Success | Nov 2023 – Oct 2025

Customer Success Manager | Dec 2022 – Nov 2023

SELECTED ACHIEVEMENTS

- Promoted to Head of Customer Success in under 12 months, taking leadership responsibility across Customer Success, Implementation and Support.
- Owned the customer portfolio representing £2million ARR and achieved 110% of the 2024 revenue target across renewals, upsells and cross-sells.
- Built the 2025 retention and expansion plan to a forecast Net Revenue Retention of 115%.
- Implemented AI-enabled onboarding, QBR and support processes that removed more than 10 hours of manual work per week.
- Used structured customer insight to influence the product roadmap, resulting in 60% of H1 2025 development being directed towards customer-led improvements.

RIPPL — RESPONSIBILITIES

- Led Customer Success, Implementation and Support while helping transition the business from a service-led agency model to a scalable SaaS operation.
- Owned renewal, expansion, adoption and customer-risk strategy, supported by a KPI framework spanning NRR, NPS, CSAT and monthly active usage.
- Designed customer segmentation and engagement models, combining strategic support for higher-value accounts with automated lower-touch journeys.

PlayMoreGolf | Golf membership platform

Club Support Manager | Aug 2019 – Dec 2022

SELECTED ACHIEVEMENTS

- Maintained 90% customer retention while helping partner clubs deliver at least 30% year-on-year membership growth.
- Managed a portfolio of more than 80 UK golf clubs and high-value white-label clients.
- Introduced customer engagement reporting that enabled partners to track performance against quarterly growth objectives.

RESPONSIBILITIES

- Led partner onboarding, adoption, engagement and growth activity, acting as the main operational and commercial contact throughout the customer lifecycle.
- Used performance data and regular reviews to identify risks, improve results and strengthen long-term partner relationships.

De Vere | Luxury hospitality and golf

Group Golf Sales Manager | Jan 2019 – Aug 2019

Golf Sales Manager | Feb 2018 – Jan 2019

SELECTED ACHIEVEMENTS

- Managed more than £900k in contracted revenue across three properties.
- Delivered complex corporate golf days, residential breaks, societies and group events for more than 200 guests.

RESPONSIBILITIES

- Led multi-property sales strategy, pipeline management, contracting and end-to-end event delivery across corporate and leisure segments.
- Coordinated clients and operational teams to protect revenue and deliver a consistent guest experience from enquiry to event completion.

CORE EXPERTISE

Customer Success Strategy & Transformation • Retention & Expansion • Executive Customer Management • Account Management Frameworks • Customer Segmentation & Health • SaaS Support Operations • Implementation & Onboarding • KPI & Performance Frameworks • Incident & Escalation Leadership • AI & Automation • Cross-Functional Leadership • Organisational Design & Change

TECHNOLOGY & TOOLS

Intercom & Fin AI • HubSpot CRM & Automation • Notion • AI Assistants & Workflow Automation • Customer Health & Engagement Reporting • Knowledge Base & Self-Service Design • SaaS Ticketing & Support Operations

EDUCATION

University of Portsmouth | Certificate of Higher Education, Construction Engineering Management