Anneke Vermeer Lead Customer Success Engineer

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PROFILE SUMMARY

- **Lead Customer Success Engineer** with **13 years** in post-sale engineering at **developer and data platform** companies, leading **6 CSEs** across EMEA and owning the technical side of Mendix's largest **manufacturing and insurance** accounts.
- Works across **Mendix Cloud** and **Mendix on Kubernetes**, cloud (**Microsoft Azure**, **AWS**), **SAP** and **REST** integrations, **Datadog** for app monitoring and **Gainsight** with **Salesforce** for account health.
- Deep experience in **private cloud architecture**, **escalation process design** and **technical health scoring**, with one health check every CSE on the team runs the same way, so risk shows up 2 quarters before renewal.
- Works with **R&D**, **Product**, **Support** and **sales leadership**, from quarterly voice-of-customer reviews to briefings with customer IT directors.
- Hired and coaches the **EMEA CSE team**, wrote the **escalation playbook** Support and R&D share, and runs the onboarding program for every new CSE.

TECHNICAL SKILLS

APIs & Protocols:	REST APIs, OData, SOAP, OAuth 2.0, SAML SSO, OpenID Connect
Scripting & Query Languages:	Java, Python, SQL, JavaScript, Bash
Cloud & Infrastructure:	Kubernetes, Microsoft Azure, AWS, Docker, Helm, Red Hat OpenShift
Observability & Debugging Tools:	Datadog, Grafana, Prometheus, Elasticsearch, Kibana
Customer Success Platforms:	Gainsight, Salesforce
Support & Incident Tools:	Jira Service Management, Jira, Confluence, Microsoft Teams
Product Analytics & Data:	Snowflake, Power BI

EDUCATION

University of Amsterdam — M.Sc. in Information Studies — Amsterdam, Netherlands · Sep 2012 to Aug 2013

Mendix — Mendix Expert Developer — Rotterdam, Netherlands · Jun 2020

WORK EXPERIENCE

Mendix — Lead Customer Success Engineer — Rotterdam, Netherlands · Feb 2019 to Present

- Designed the **technical health check** the EMEA team of 6 CSEs runs on **140** enterprise accounts, scoring app performance, platform version and support trends in **Gainsight**, as gross retention rose from 91% to **95%**.
- Led architecture reviews for customers moving apps from **Mendix Cloud** to **Mendix on Kubernetes** in their own **Azure** and **AWS** accounts, and wrote the reference setup used on **38** private cloud rollouts.
- Set up the escalation process with Support and R&D for the top 20 accounts, with one owner per **P1** and a written root cause analysis, cutting repeat P1 incidents by **44%** in a year.
- Owned the technical relationship on **5** strategic accounts worth **€27M** in ARR, clearing upgrade and **SAP** integration blockers before each renewal, and all 5 renewed on time.
- Ran the quarterly **voice-of-customer review** with Mendix product managers, ranking field requests by ARR at risk, and **7** of the top 10 requests shipped within 18 months.

Elastic — Customer Success Engineer — Amsterdam, Netherlands · Sep 2013 to Jan 2019

- Onboarded **45** enterprise customers in Benelux and the Nordics onto **Elasticsearch** and **Kibana**, sizing clusters and index settings, and cut time to a first production cluster from 10 weeks to **4**.
- Helped customers ship **Logstash** and **Beats** pipelines and **REST API** integrations from Java and Python apps, fixing mapping and bulk indexing errors on about **60** cases a quarter.
- Ran **Elasticsearch** training days and office hours for customer ops teams, and the share of accounts using **Kibana** dashboards in production grew from 40% to **72%**.