

Meenu Agarwal

Personal Information

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Career Overview

A seasoned leader in the technology and software industry with 20+ years of demonstrated experience leading companies including Workday, HubSpot, VMware, IBM, Open Text, Vignette, and Oracle in various Executive and Strategic management roles.

Served with the **United States Peace Corps in the Philippines** for the government agency PAGASA.

Serving on the board of Patterson Companies (NASDAQ: PDCO) and a member of their Audit, Finance, and Compliance committees.

Excellent Sales Management, Corporate Strategy formulation and Execution, Business Operations Management, Customer Success, Digital Strategy and Transformation, and People Management skills.

Deep domain knowledge in Analytics, Cloud, Data, Security, Information Governance, AI, Cognitive.

Excellent sales, communication, negotiation, and closing skills.

Extremely cheerful personality and a flair for leadership generating motivation and enthusiasm across the organization.

Authentic leader building high performance diverse teams.

Professional Career

Board Member, Patterson Companies, Inc. (NASDAQ: PDCO)

June 2023 – Current

Board Director and member of the Audit and Finance committee. Patterson Companies, Inc. is focused on providing the best products, technologies, services, and solutions to the animal and oral health markets.

Senior Vice President and General Manager, Equifax Workforce Solutions Equifax

Feb 2024 – Current

P&L responsibility for Equifax Workforce Solutions Employer portfolio, leading all functions including Go-to-Market, Product Management and Engineering, Success and Services.

Group Vice President, Customer Experience and Success Workday

May 2022 – Feb 2024

Responsible to drive customer adoption, retention, and up/cross-sell across Workday's Annual Recurring Revenue business of \$5.5 B growing 22% YoY. Delivery excellence with an emphasis on best-in-class customer experience through an optimized delivery model across the customer journey. Organization spans across post-sales functions including customer success, digital success and marketing, product support and technical account managers, workday success plans and adoption services, professional services, and renewals across all product/solution lines [HCM, FINS, Adaptive, Vndly, Sourcing, and Peakon]. Design and launch of the revised version 2.0 of Workday Success Plan – a for-fee lifecycle success and support offering.

Senior Vice President, Customer Success VMware

Jul 2020 – April 2022

Responsible for VMware's Global Customer Success business with an Annual Recurring Revenue of \$3.5B and total revenue of \$12B. Established the Customer Success vision, mission, and blueprint for the post-sale customer journey team to deliver best-in-class customer experience through Customer Success practitioners including Customer Success Managers, Technical Account Managers, Customer Success Architects, Onboarding Specialists, Customer Experience Leaders, Technical Customer Support Managers, Professional Services Consultants, and Accelerator specialists. Designed and launched a for-fee lifecycle success and support offering, Success 360. Led the Customer Success transformation and created an optimized segmentation model for scale to service over 500,000 global, enterprise, and commercial customers through an elastic coverage model of VMware-led, partner-led, and digital self-service. Thought leader to help 30,000+ VMware employees lead with a customer-first consumption-obsessed mindset. Delivered double-digit improvement year-over-year in customer retention rates (gross and net) with over 40% ARR growth.

**Global Vice President, Customer Services
HubSpot**

Jan 2020 - June 2020

Responsible for HubSpot's Global Customer Services business. Chartered to lead the next phase of HubSpot growth to a \$5B business. Direct Responsibilities included leading a worldwide organization that comprised a team of Customer Success Onboarding specialists, Customer Success and Services professionals. Executed on a delivery strategy and model to scale customer success and services through channel partners in a 20B\$ addressable market. Implemented tech-touch and digital strategies to scale customer reach from trial to buy to post-purchase extending to over 1 million customers both free and paid.

**Global Client Success Officer, Security Software Unit
IBM Corporation**

July 2017 - Dec 2019

Responsible for IBM's Customer Success Vision, Execution and Strategy for the Global Security Business Unit. Chartered to grow & expand IBM software and as-a-service (SaaS) revenue footprint by double digits and ensure IBM Security clients achieve value through accelerated adoption of Security software in their SOC.

Direct Responsibilities include:

- Lead a global organization that comprises a worldwide team of Customer Success and Technical advocates, Sales, Pre-Sales, Professional Services, Channel field teams with on-premises/SaaS revenue targets; Build Thought Leadership through active external collaboration with clients and analysts
- Deliver Year to year SaaS and on-premises revenue growth in double digits across the IBM solution portfolio of \$3B annual revenue globally; Personal leadership/ownership on the Top 30 IBM clients including Geico, HSBC, UPS, Kaiser, Ford, Cigna, Banco Brasil, Bradesco, VW, Verizon, Westpac, Citibank, Delta Airlines, Lloyds
- Drive accelerated revenue growth and adoption of IBM Security Software across all customer segments worldwide, leading to increased customer revenue, value, satisfaction (NPS); cross/up-sell revenue; and renewal rates
- Define client lifecycle maps across all Security offerings to build predictable positive outcomes to accelerate adoption of IBM Security software in the existing customer base
- Embrace the install base and increase "client delight". Ensure all touchpoints across the business unit result in positive experiences. Instrument NPS measurement framework and systems with continuous monitoring of client satisfaction and close-loop-feedback processes with corrective actions as needed
- Be the change agent and enabler for customer centricity for seamless ONETEAM approach

**Global Director Worldwide Sales
Information Lifecycle Governance, IBM Corporation**

Feb 2015 - Jun 2017

Accountable for new transactional revenue serving Industry, Enterprise and Commercial accounts across the globe for IBM's Information Governance Portfolio within Analytics Platform Unit

- Lead a team of sales, technical sales, channels, and services professionals across a worldwide geography NA, Europe, MEA, AP, ANZ, Japan
- In 2015, grew worldwide revenue 18%, New account penetration 22%, and brought to market new competitive Cloud/SaaS Offerings to the Information Governance arena

- Establish and deliver on annual transactional revenue of \$600 million, expense budgets to meet or exceed financial goals

**Business Unit Executive, Midwest Region Sales
Software Group, IBM Corporation**

2008 - Feb 2015

Part of IBM's Midwest Software Group Leadership team. Leading a software sales team of Software Client Leaders focused on IBM's Enterprise Opportunistic and Midmarket customer segments across the complete cross-brand portfolio for the Midwest Region in North America.

Attained 170% of Plan in 2014 and consistently delivered over ~20% growth year to year for the past 3 years in the Midmarket and Enterprise Opportunistic segments for IBM.

Responsible for Execution of Sales strategies to meet sales objectives, support customer satisfaction, secure repeat business and increase market share for IBM's Software Solutions across the Midwest region while developing strong, lasting client relationships.

**Vice President, Sales, Office of the President
Open Text Corporation**

2002 - 2008

Part of the Executive Team and directly reporting to the President and CEO, Open Text Corporation. Open Text is a leading provider of Enterprise Content Management Solutions with emphasis on Knowledge Management and Collaboration solutions to industry verticals Pharmaceuticals, Financial Services, Telecommunications, Energy, and the Government.

In this role, Meenu was directly responsible for

- Managing 700+ people organization across Sales and Marketing across the Americas, Europe, Middle East and Asia for Large deals with direct responsibility for revenue and profitability. Large Transactions contributed 65% of overall target Sales Revenues
- Successfully Rolling out Programs to drive and increase Global Sales productivity and Revenue Growth Initiatives such as Account Planning, Performance Measurement, RAMP and Reporting; Led global Initiatives to address business and customer challenges with clearly identified action plans
- Leading the pre and post acquisition and integration of companies IXOS and Hummingbird

**Sales Practice Manager – Vignette Professional Services
Vignette Australia, Sydney, Australia**

1999 - 2002

Responsible for the profit and loss and management of Vignette Professional Services Australasia Practice focussed on providing Subject matter expertise, Architecture guidelines to enterprise customers utilising Vignette software for integrated content management applications. Instrumental in acquiring and working with large customers in entertainment (News Corporation), automotive (Toyota), Energy, Financial (Commonwealth Bank), High Tech (Cisco), Telecom (Optus), Retail and Manufacturing, NZ Dairy.

- Built a delivery organization from ground to 88 consultants and increased revenue run rate from 0 to \$12 million in a year
- Consistently outperformed revenue, margin and utilization targets supporting over 40 active customers (from startups to Fortune 500s)
- Built a solid partner centric consulting practice that is scalable for the Australasia region – established a solid partner program with Accenture, IBM, PwC, KPMG, Mind tree Consulting, Deloitte, and others

Principal Consultant, Oracle Systems, Sydney, Australia

1998 - 1999

Education

- Graduate Diploma in Business Administration
University of Canberra, Australia
- Bachelor of Technology (Electronics Engineering)
Indian Institute of Technology, Banaras Hindu University, India

References Available upon request.