



## Marko Locher

**Work permit:** Austrian **Nationality:** Austrian **Date of birth:** 18/12/1982

**Place of birth:** Vienna, Austria **Phone number:** (+43) 69910943827

**Email address:** [marko@locher.at](mailto:marko@locher.at)

**LinkedIn:** <https://www.linkedin.com/in/markolocher/>

**Website:** <https://locher.at>

**Home:** Vienna (Austria)

**Other:** Ferney-Voltaire (France)

### ABOUT ME

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DevOps Engineer turned Support specialist turned Customer Success leader. I enjoy early stage startups and hands-on positions. I am always looking to learn new skills and share them with my team or my user base.

### WORK EXPERIENCE

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#### **Stellate Inc**

Website: <http://stellate.co>

##### **Head of Customer Success**

[ 01/09/2021 – 30/09/2024 ]

Stellate started as a CDN for GraphQL APIs, and later expanded into a company that offered services to manage GraphQL APIs in general, including detailed metrics and security features.

I was hired as one of the initial hires to help build out a world-class Support and Customer Success team, including any processes that would be required to manage those customer relationships. As with any early-stage startups the role changed over time, initially including responsibilities for documentation and some marketing activities as well.

Over time, the focus shifted more and more to providing excellent support, with a focus on our largest customers. As well as close collaboration with our Sales team and Product teams to make sure we were building the right product for our (potential) user base.

#### **Testlio**

Website: <http://testlio.com>

##### **Engagement Team Manager**

[ 01/03/2021 – 30/08/2021 ]

Testlio is a software testing company that connects freelance testers all over the world with companies requiring external QA teams. It helps manage test plans and test schedules and makes sure the right freelance testers are available and onboarded to the various projects.

I lead their European Engagement Manager team. That team is responsible for managing customer relationships and ensuring that the customer make adequate usage of their Testlio subscriptions. They are also coordinating with various other teams within Testlio to make sure the customers have a smooth experience and achieve the goals that were set at as part of their subscription.

#### **Cloudbees Inc**

Website: <http://cloudbees.com>

##### **Director EMEA Customer Success**

[ 01/02/2018 – 28/02/2021 ]

After Codeship was sold, I was reassigned to lead the EMEA Customer Success Management team at Cloudbees. This team of 5 managed about 150 customer relationships all over Europe and the Middle East, and was responsible for hundreds of millions of USD in annual contract value. I worked closely with global Customer Success Management to come up with new and optimized processes, as well as the EMEA Sales team on new customers and potential opportunities for upsell.

The time at Cloudbees taught me a lot about how to lead effective teams, and how to manage relationships with larger enterprise companies and their stakeholders.

## **Codeship Inc**

Website: <https://codeship.com>

### **Director Customer Success**

[ 01/10/2017 – 31/01/2018 ]

I started initially as a Backend Engineer, moving into a full support role after a couple of months when the team realized that we had to shift gears to provide the excellent support our customers expected. Over the following years, I built out the Support and Customer Success activities at Codeship, ultimately growing to a team of 4 full-time employees who were responsible for everything from answering support tickets, owning documentation, helping the Sales team with pre-sales activities as well as managing customer relationships once a contract was signed.

Codeship was regularly applauded for the level of support we provided to our users (both paying and non-paying), something I am quite proud of and which I could only have achieved with the team and the company supporting our activities.

### **Head of Customer Success**

[ 01/06/2016 – 30/09/2017 ]

### **(Sr.) Support Engineer**

[ 01/07/2014 – 31/05/2016 ]

### **Backend Engineer**

[ 01/03/2014 – 30/06/2014 ]

## **EOX IT Services GmbH – Vienna, Austria**

City: Vienna | Country: Austria | Website: <https://eox.at>

### **DevOps Engineer**

[ 01/04/2011 – 31/01/2014 ]

EOX hired me as a system administrator, I was responsible for managing their server hardware and making sure the various projects they were engaged on had access to the necessary systems to successfully operate. This allowed me to learn about server virtualization (including OpenStack), various monitoring and alerting tools (Nagios, Munin, Prelude, SNORT) and change management systems (Puppet). EOX being a partner on various ESA projects provided me with a lot of exposure to working with larger international project teams and allowed me to learn about tooling that was not common place at that time.

## **pGRg23 Kollegium Kalksburg – Vienna, Austria**

City: Vienna | Country: Austria | Website: <https://kalksburg.at>

### **Computer Sciences Teacher**

[ 01/09/2006 – 30/06/2012 ]

I taught computer science for children ages 15 to 18. Furthermore I was responsible for the complete IT infrastructure of the school, including email systems for all students and staff (based on the open source Zimbra tooling), an online learning platform based on Moodle as well as a IT helpdesk system and about 100 Windows desktop clients.

## **VOLUNTEERING**

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[ 01/07/2000 – Current ] Vienna, Austria

### **Segelgruppe Kalksburg**

Segelgruppe Kalksburg is an group of people enthusiastic about sailing that organizes kids sailing camps at Lake Neusiedl, close to Vienna. I was able to join those activities as a high school student, and later joined them as a sailing instructor. Over time I took over additional responsibilities and was a member of the managing committee until moved to Geneva in September 2024.

Link: <https://www.segelgruppe.at>