

Thomas Mailloux

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Senior commercial and AI transformation leader with 16+ years experience driving adoption, retention, and scaled value realization across enterprise and growth segments. Proven record designing operating models that translate emerging AI platforms into durable revenue expansion and customer impact. Strengths include renewal strategy, platform transitions, GTM alignment, and cross-functional execution linking product, engineering, and customer success.

EXPERIENCE

DataRobot — Boston, MA

Senior Director, Global Renewals Strategy & Commercial Operations |
February 2026–Present

Lead global retention strategy and operating model transformation across enterprise and commercial accounts during transition from legacy predictive platform to agentic and consumption-aligned offerings.

- Own renewal strategy, forecasting cadence, and intervention framework across global commercial portfolio to stabilize retention through platform transition
- Built scalable renewal infrastructure including portfolio health dashboards, and early-warning telemetry improving visibility into expansion and rescue pathways
- Designed structured renewal playbooks (upsell, bridge, rescue, consumption transition) improving execution consistency across distributed account management team
- Implemented forecasting excellence program introducing standardized qualification checks and leadership trend visibility into renewal risk
- Developed packaged migration motion converting legacy predictive customers into bundled agentic + services offerings supporting multi-year ARR expansion
- Partner with Product and Pricing leadership to operationalize consumption-aligned packaging for lower-maturity customer segment

- Built linkage model across Success Engineering, Forward Deployed Engineering, and Account Management to accelerate adoption-driven renewals
 - Introduced workflow automation and internal agent prototypes to scale renewal execution across high-volume portfolio
 - Contributed to rollout of customer data platform enabling unified telemetry across adoption, value realization, and renewal readiness
 - Led coverage redesign supporting higher account-to-rep ratios and scalable retention motion without degrading risk visibility
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Senior Director, Strategic Accounts - AMER | *March 2024 – Present*

Lead enterprise AI transformation strategy across \$20M+ portfolio spanning financial services, healthcare, CPG, and TMT customers.

- Orchestrate enterprise AI adoption programs linking predictive, generative, and agentic capabilities to measurable profitability outcomes
 - Delivered \$100M+ validated annual business impact through prioritized AI initiatives across multiple customers
 - Partnered with Product and GTM leadership to shape migration strategy from legacy AutoML platform to Generative and agentic AI offerings
 - Established ROI frameworks connecting workflow-level adoption to renewal durability and expansion readiness
 - Built GenAI expansion strategy across portfolio generating \$2M+ incremental pipeline
 - Advise executives on infrastructure strategy and workflow integration to accelerate production deployment
 - Partner with NVIDIA, Dell, and SAP to co-develop enterprise-grade GenAI solutions
 - Built and mentored team of Strategic Account Managers supporting expansion and renewal outcomes
 - Led Voice-of-the-Customer initiative translating enterprise requirements into roadmap influence
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AI Success Director | *April 2021 – January 2022*

AI Success Manager | *July 2019 – April 2021*

Managed \$10M ARR strategic portfolio across enterprise accounts with strong expansion and retention performance.

- Achieved 125% Net Dollar Retention with zero churn across portfolio in FY21
- Built and scaled BCG–DataRobot joint solution motion generating \$500K revenue and \$2M pipeline

- Designed 400-person enablement program improving modeling workflow efficiency by 40%
 - Led AI strategy programs from ideation through production deployment across high-impact enterprise use cases
 - Created onboarding and success playbooks improving activation and adoption velocity
 - Designed fraud detection system for West Virginia State Auditor's Office supporting statewide oversight modernization
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Pecan AI — Boston, MA

Head of Customer Success, Key Accounts | May 2023 – February 2024

Strategic Accounts Director | January 2022 – May 2023

Led enterprise customer adoption strategy and co-developed vertical GTM motions for predictive analytics platform.

- Guided Fortune 50 CPG client through forecasting industrialization delivering multimillion-dollar inventory and working capital improvements
 - Co-engineered Supply Chain GTM strategy driving 250% YoY revenue growth and securing marquee enterprise logos
 - Delivered Marketing Mix Modeling engagement optimizing \$1B media portfolio and reallocating \$100M toward higher-return channels
 - Built Customer Success operating infrastructure including churn prevention workflows, adoption telemetry, and delivery playbooks
 - Served as strategic pre-sales delivery lead shaping solution scope and increasing enterprise deal size through consultative positioning
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Soroco — Boston, MA

Business Development Manager + Engagement Manager | May 2018 – July 2019

Led AI solution sales and delivery across large-scale financial services transformation programs.

- Closed \$6M AI services engagement with top credit card issuer and restructured contract to improve cash flow and eliminate convenience termination risk

- Led 10-person delivery team implementing fraud detection platform monitoring billions of transactions annually
 - Originated and closed \$650K consulting engagement with Fortune 100 technology client
 - Facilitated executive workshops aligning stakeholders around AI workflow transformation initiatives
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Boston Consulting Group — Boston, MA

Senior Business Analyst | July 2016 – May 2018

Supported enterprise transformation initiatives combining analytics, workflow redesign, and change management.

- Led system design and implementation programs improving global career-development operations
 - Built quantitative models informing executive workforce strategy decisions
 - Automated analytics and reporting pipelines improving operational efficiency and decision speed
 - Managed implementation across global stakeholder groups spanning HR, operations, and technology
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Beth Israel Deaconess Hospital — Milton, MA

Systems Analyst II | May 2012 – June 2016

Delivered analytics-driven clinical and operational modernization across hospital network.

- Led integration effort merging EHR workflows across three hospitals
 - Built SQL surveillance dashboard supporting statewide regulatory reporting
 - Designed counter-drug-diversion monitoring system improving compliance oversight
 - Developed early-detection sepsis decision-support algorithm
 - Optimized outpatient documentation workflows supporting ~\$200K annual reimbursement uplift
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Meditech — Canton, MA

Implementation Specialist | February 2010 – April 2012

Delivered multi-site hospital EHR implementations across complex clinical environments.

- Coordinated nine multi-million-dollar hospital EHR deployments
 - Facilitated executive and clinician alignment on interoperability and workflow redesign
 - Led change-management workshops accelerating adoption of digital clinical workflows
 - Managed milestone planning, risk mitigation, and adoption tracking across implementations
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EDUCATION

Boston University — Boston, MA
B.A. Economics & Philosophy

Passed CFA Levels I–III (not a charterholder)

SKILLS

AI Value Creation

AI strategy, adoption scaling, use-case prioritization, engagement management, ROI modeling, workflow transformation

Commercial Leadership

Renewal strategy, retention systems, forecasting excellence, consumption transition, portfolio health telemetry, expansion playbooks

Analytics & Technology

SQL, Python, Tableau, Excel, AI workflow design, platform adoption frameworks

Partnerships & GTM

BCG, NVIDIA, Dell, SAP joint solution development and enterprise positioning