Ryan Collier

Enterprise Cyber Executive & Scale Operator

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Enterprise cyber and commercial executive with 15+ years scaling international GTM, post-sales operations, and net revenue retention across high-growth technology organisations. I turned customer intelligence and high-performing teams into measurable business outcomes and lived through getting ready for a Nasdaq IPO, Series C and D funding rounds, global expansion and acquisition.

KEY OUTCOMES

135%+	115%+	3 yrs	#1	7 fig
APAC NRR	EMEA NRR	Hit target three years in a row	Revenue-generating team	Enterprise deals

EXPERIENCE

Wallarm — Director of Customer Success, EMEA

October 2025 – Present

Regional leadership across EMEA in API and AI security — a remit that expanded through company transitions from Customer Success to leading regional teams across sales, customer support, HR and business operations, reporting back to the C-suite in the US.

- My team generated the most revenue for the business through new business and expansion over FY2026–2027
- Re-created the channel across EMEA and APAC
- Led regional team support through a company restructure
- Owned partner relationships to position the business to scale
- Took new AI products to market and sold them
- Defined the financial-sector market across Africa, the UK and the Middle East
- Created new deployment plans adopted by the business

SpyCloud — Senior Director of Customer Success, Global

August 2021 – October 2025

Regional leadership across all divisions outside North and South America, reporting back to the C-suite in the US — while building and scaling the global customer organisation across Customer Success, Technical Account Management and Support.

- Designed operating rhythms and management processes for a multi-region team
- Refined the pillars of customer success — from kickoff and deployment through engagement plans to advocacy — with NRR and GRR as the measures
- APAC: the fastest-growing region, with 100% GRR over 24 months and NRR above 135%
- EMEA: GRR always above 90% and NRR always above 115%
- Created Channel Success teams and a specialised Federal Customer Success function
- Won the SpyCloud hackathon, 2025

Trint — Enterprise Account Executive, UK/APAC

October 2020 – August 2021

Enterprise new business across the UK and APAC for a product-led, AI-enabled SaaS company — alongside a strategic role helping the business get a clean view of product-market fit.

- Helped the business develop a clean view of product-market fit
- Supported the company to learn from the market through a strategic pod, feeding customer learning into product and commercial decisions
- Worked inside a business that had been recognised among the top 100 startups
- Began studying BA (Hons) Business Management, specialising in Leadership Practice, completed in 2026

Egress — Manager, Corporate Team & US Expansion

October 2017 – October 2020

First people-leadership role. I led the organisation's biggest clients, then led the corporate team itself — including the expansion into the US, where I went to help lead, train and develop the US corporate teams.

- Egress All Star Award, 2018
- Hit target three years in a row at Egress
- Led the organisation's biggest clients, which led to leading the Commercial Account Management team
- Helped prepare the business for its $40M Series C investment round

Mimecast — Customer Experience Manager, Enterprise

July 2014 – October 2017

A customer advocate in enterprise cybersecurity and secure communications — helping organisations understand risk and realise value, looking after some of the largest enterprises in Africa, and working to ready customers and the environment ahead of the company's IPO.

- Worked to ready customers and the operating environment ahead of Mimecast's IPO
- Went through the IPO on the Nasdaq — an experience that gave me a real understanding of what a public company requires
- Learned and applied MEDDPICC and Command of the Message in enterprise customer engagements
- Personal GRR never dropped below 93%, and NRR was always above 115%, throughout my time at Mimecast

Three6five Network Technologies — Key Account Manager

2013 – 2014

Sold enterprise networks to large organisations, working across partner and reseller ecosystems. This is where I first learned about cybersecurity, and the reason I moved into security.

- Designed technology architecture with security vendors and network technology
- Sold into some of the largest organisations in the African financial sector
- Learned my craft on seven-figure deals

Toshiba South Africa — Key Account Manager

2010 – 2013

The foundation: enterprise account management, technology demonstrations and learning how technology reaches market.

- Learned to design technology architecture for enterprise customers
- Sold into some of the largest organisations in the African financial sector
- Represented South Africa at Toshiba's international software demonstration competition, Singapore, 2012

EDUCATION & RECOGNITION

- The Open University — Business Management (Leadership Practice), BA (Hons)
- SANTS Business School — Completed Human Resources and Practices Support
- Toshiba International Demonstration Finalist, 2012 — representing South Africa in Singapore
- Egress All Star Award, 2018 · SpyCloud Hackathon Winner, 2025