

Kerry McDonough

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Experience

Senior Director, Customer Success (February 2022-present)

Reprise, Inc.

Boston, MA

- Developing and coaching Customer Success Managers and Customer Success Operations Managers to ensure customers find value in the product and receive pertinent outreach about their usage and urgent event.
- Creating customer outreach strategies and campaigns, and fostering relationships with internal and external partners

Manager, Customer Success Enablement (September 2019-February 2022)

Everbridge, Inc.

Burlington, MA

- Continued to serve as the Incident Commander for Everbridge employees and public-facing representative for media interviews and external video and written content
- Provided personal consultative support to top customers in the public and private sectors
- Attracted, developed and championed Customer Experience Analysts and CSMs to ensure customers were able to successfully monitor risks to their organization and appropriately share information with their organization and the public during a critical event
- Established programs for customer adoption, including webinars, user groups, mass outreach and Best Practice recordings

Customer Success Enablement Manager (January 2018-September 2019)

Everbridge, Inc.

Burlington, MA

- Co-founded the Customer Success division in Everbridge Professional Services
- Expanded EB A!erts to serve as the Incident Commander in a cross-organizational Incident Response Team to deploy when critical events were identified
- Established and maintained Everbridge's Best Practice recommendations for critical events
- Served as public representative for Everbridge's recommendations in media interviews and on blog

Senior Implementation Specialist (March 2016-January 2018)

Everbridge Inc.

Burlington, MA

- Managed implementations for the entire suite of Critical Event Management
- Served as the sole subject matter expert for live-streaming critical safety alerts and developed adoption kits and community outreach materials and education videos for client use
- Founded the Everbridge employee alert notification system "EB A!erts" and managed outreach to all employees

Senior Applications Specialist (October 2013-March 2016)

MEDITECH – Medical Technology Information, Inc.

Westwood, MA

- Focused on coordinating and conducting training of hospital staff on-site for groups of 6-30 users

Education

Arizona State University (2020)

Phoenix, AZ

Master of Arts - MA, Emergency Management and Homeland Security GPA: 4.0

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University of Massachusetts Amherst (2013)

Amherst, MA

Bachelor of Arts in English, Bachelor of Arts in History

Commonwealth Honors College - Scholar with Greatest Distinction - GPA: 3.8 - Phi Beta Kappa

Recognition

Mitch Lortz Award (February 2021)

Peer-nominated award for exemplifying the values of determination, fostering the well-being of others inside and outside Everbridge, and teamwork.

2018 Top Performer Award (January 2019)

Awarded to the top 2% of employees worldwide who consistently demonstrate creativity, integrity, collaboration and drive in a way that undeniably contributed to the success of Everbridge in 2018. Determined by employee submission and executive leadership judgment.

Above and Beyond Award - Professional Services (January 2018)

Awarded to a member of the Professional Services US division within Everbridge who has exceeded expectations to support clients, colleagues, and the organization during the 2017 calendar year.