

John Kipe

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PROFESSIONAL SUMMARY

AI solutions engineer with 10+ years in SaaS customer success, revenue operations, and cross-functional partnership. Built and deployed 13+ production AI agents across Glean, Gemini, and UnifyApps — translating ambiguous business workflows into secure, scalable, AI-driven solutions with clear guardrails, observability, and measurable outcomes. Expertise in Python-based agent development, multi-model routing ("model garden" approach), API orchestration, and enterprise system integration. Combines product sense, prompt engineering, LLM orchestration, and operational rigor to deliver production-grade AI solutions adopted at scale.

SHIPPED AI PROJECTS

Transition Readiness Agent

Production

Glean Agent · Docebo

Built a state-managed RAG pipeline synthesizing 8+ enterprise systems — Salesforce, Gong, Totango, Zendesk, Tableau, Snowflake, Google Drive — into structured handoff packets with branching logic per customer segment. Agent initiates account lookup via SOQL, extracts signals across connected systems, and compiles a contextual handoff packet — eliminating manual reconstruction for CSMs inheriting accounts post-onboarding. Automated quality monitoring flags risk signals before they become churn events; in active daily use by the CS team.

REACH Scoring Agent

Production

Glean Agent · Docebo

Adapted REACH framework into a deterministic scoring engine across 5 dimensions — each using base scores plus additive modifiers tied to concrete data signals from Gong, Totango, and Salesforce. Produces scorecards with narrative justifications for human review, establishing evaluation criteria, quality control patterns, guardrails, and deployment readiness for business-facing agents. CSMs receive Slack notification, review/edit scores, and push confirmed scores to Totango in one click — with historical tracking across 1,200+ accounts.

Production Glean Agent Suite

Production

13+ Agents · Docebo

Built 13+ production AI agents across Glean, Gemini, and UnifyApps — including CS-to-SA Validator, Renewal Plan Generator, Pre-Call Briefing Agent, and Product FAQ Agent — automating lead-to-cash workflows across Sales, CS, and RevOps. Developed prompt libraries, evaluation frameworks, and internal training materials that drove 40%+ increase in AI adoption across the organization.

Personal Agentic Infrastructure

25+ Autonomous Agents

· OpenClaw

Architected and runs 25+ autonomous agents handling continuous research polling, GitHub repo monitoring, automated code review, content production, and web monitoring — demonstrating production-grade multi-agent orchestration, model routing via OpenRouter, and Kilo Gateway patterns.

EXPERIENCE

Manager, Customer Success · Docebo

Jan 2023 – Present

- Built and deployed 13+ production AI agents automating lead-to-cash workflows across Sales, CS, and RevOps, with measurable business impact across \$70M ARR portfolio
- Designed state-managed RAG pipelines synthesizing data from 8+ enterprise systems (Salesforce, Totango, Gong, Zendesk, Tableau, Snowflake, Google Drive) into structured, actionable outputs
- Engineered deterministic scoring models with branching logic and role-based data access — establishing evaluation criteria, quality control patterns, guardrails, and deployment readiness for business-facing agents
- Partnered with IT, data, security, and platform teams to implement secure AI solutions with access controls, monitoring, and reliability practices across regulated enterprise environments
- Created executive- and field-ready assets including AI agent collections, Confluence playbooks, enablement sessions, and recurring best-practice communications supporting adoption at scale
- Contributed product and roadmap feedback by translating field needs into actionable AI use cases, including FAQ agents, roadmap briefings, and concept proposals for expertise capture and agent training
- Managed 15-person team across 1,000+ accounts (\$65–70M ARR); delivered 88% renewal rates against 85% target while improving NDR from 78% to 98%

Manager, Customer Solution Consulting · Docebo

Jan 2022 – Dec 2022

- Architected enterprise solution-validation workflows; pioneered "Docebo Flow" securing first customer conversion
- Built and led 10-person team; increased adoption 23% and upsell rates by over 61% vs. prior CXM model

Senior Customer Experience Manager · Docebo

Oct 2020 – Dec 2021

- Secured multi-million dollar renewals (Thomson Reuters, Capital One); achieved 180% renewal rate across strategic portfolio

Senior Customer Success Manager · Docebo

Jan 2020 – Sep 2020

- Rehired to drive growth, retention, and overall health of Docebo's large enterprise and corporate clients
- Established foundational customer success playbooks that scaled across the growing MidMarket segment
- Partnered with sales to ensure smooth post-sale transitions and rapid time-to-value for new enterprise logos

Manager, Customer Success · Seller Labs

Feb 2018 – Jan 2020

- Managed 22-person cross-functional team (15 Support, 3 CSM, 2 AM, 1 PM, 2 Eng) supporting up to 19K SaaS customers for Amazon advertisers at \$5–\$1,200/mo tiers
- Directed all knowledge base creation, education, and onboarding; led bug triage, backlog, and small features alongside core dev team

CORE COMPETENCIES

Ai Platforms Tooling: Glean, Claude, OpenAI, Gemini, UnifyApps, OpenRouter

Agent Engineering: Python, FastAPI, Flask, REST APIs, Webhooks, RAG Pipelines, Guardrails, Evaluation Frameworks, Multi-model Routing

Responsible Ai: Guardrails, Observability, Quality Monitoring, Structured Outputs, Deployment Readiness, Security Compliance

Delivery: Agile Methodologies, Iterative Releases, Backlog Management, Cross-Functional Collaboration, Change Management

Agentic Infrastructure: Kilo Gateway, Hermes Agent, OpenClaw, Kilo Code, MCP/ACP protocols

Enterprise Integration: Salesforce, Totango, Gong, Zendesk, Tableau, Snowflake, SSO, SAML, OAuth, JWT, API Gateways

Consultative: Problem Structuring, Executive Communication, Influence Without Authority, Process Transformation, Hypothesis-Driven Analysis

CERTIFICATIONS & EDUCATION

Certified Glean Agent Builder · 2025 • Docebo Pro Certified CSM, Founding Member · 2022 • Associate of Science, Business Administration, Georgia Military College, Milledgeville, GA (2008)