



## 10X RevOps Team Profile

(Customer Success, Operations, Technical Support, & QA Testing)

### Leonard Amabile

#### Head of Technical Operations, Support, & QA

Leonard is a highly experienced leader in technical operations, support, and quality assurance testing for B2B tech companies. With over two decades of experience in privately held, private equity-backed, and venture-backed companies, he has successfully managed global teams and provided professional services to thousands of SMB, Mid-Market, & Enterprise customers worldwide.

**The global teams of technical operations and support representatives he has built, led, and managed have delivered professional services and consultative products leading to 10X increases in account value for over ten thousand SMB, Mid-Market, and Enterprise clients worldwide.**

An effective SCRUM Master, Leonard is often the primary subject matter expert responsible for producing and maintaining bug/feature backlogs, technical support playbooks, and other core technical assets as well as the architecture development and ongoing maintenance of the technology stack, application integrations, and automation supporting the back-office, front-office, marketing and revenue operations.

Leonard is effective at communicating and collaborating with end users, sales and marketing teams, IT departments, developers, external partners, and corporate executives alike and consistently solves the most difficult technical and operational challenges standing in the way of success for most B2B SaaS technology companies: **Product-market fit, Client Onboarding, Adoption, Retention, and Churn.**

### Company Profile & Market Segmentation

- **Wendi** - VC-backed provider of digital assistant software targeting healthcare providers (**SMB**)
- **Fortra (formerly HelpSystems)** - PE-backed Systems Management Software provider (**Enterprise**)
- **Network Automation, Inc.** - Privately held RPA platform serving 15,000 clients (**Mid-Market**)

### Notable Performance Achievements

- **Designed and implemented automation reducing manual effort and processing time by 55%.**
- **Designed and launched a self-service portal, resulting in a 30% decrease in call volume**
- **Improved average response times by 40% through streamlined processes and automation**

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## Ricky Wilcox

### Head of Pre-Sales & Customer Success

Ricky has spent over 15 years helping the technology providers of highly complex Digital Transformation, Intelligent Automation (IA), Robotic Process Automation (RPA) and Business Process Management (BPM) software platforms to deliver powerful and effective consultations, demonstrations, tutorials, live presentations, and webinars to companies in nearly every vertical market and market segment size. His presentations enjoy higher attendance, greater engagement, and stronger revenues resulting in accounts with faster growth velocity and increased professional services revenue.

**As a project manager, Ricky ensures that RFIs, POCs, and SOWs are received and responded to quickly, carefully documented, accurately forecasted, escalated when necessary so they are completed successfully on time. Effective time management along with detailed discovery ensures that client project requirements are fully vetted and addressed efficiently to maximize demo output volume and minimize lead times or other delays.**

With considerable experience both online and onsite, Ricky has been effective at making persuasive arguments to analysts and C-Suite executives alike by making accurate technical assessments with decisive conclusions that lead to recommended courses of action with higher ACV and win rates.

### Company Profile & Market Segmentation

- **Fortra (formerly HelpSystems)** - *PE-backed Systems Management Software provider (Enterprise)*
- **Genesys** - *Venture-backed Call Center software provider (Mid-Market)*
- **Pega Systems** - *Publicly traded provider of low code RPA tech solutions (Enterprise)*

### Technical Certifications

- **Genesys** — Genesys Cloud Certified Professional - (Jan 2022)
  - **Genesys** — Genesys Cloud Certified Associate - (Jun 2021)
  - **Pegasystems** — Pega Certified Systems Architect (PCSA) - (Jul 2019)
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