

Thomas Sikler

Customer success and implementation leader · AI builder

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A decade deploying AI and HR technology at IBM, Moody's, Gloat, and ThisWay Global, owning enterprise customers from implementation through renewal. Now I build products of my own, and arrangementLab, DriveMosaic and exitPlan are live.

EXPERIENCE

Black Cloud

December 2022 to Present

Independent product studio and applied-AI consulting practice spanning AI engineering, product design, and creative work.

Founder & Principal · AI Product Builder & Consultant

- Bindery: a RAG reference agent for insurance agencies that answers coverage questions from an agency's own documents, with citations and guardrails that route clients to licensed agents. Built a custom evaluation harness that caught a real retrieval bug before launch.
- arrangementLab: shipped a browser-based song-arrangement tool driven by real-time audio analysis, built deliberately without AI because a simpler deterministic approach was the better engineering call.
- DriveMosaic: shipped a signed, notarized native macOS disk analyzer (Swift 6, SwiftUI, CryptoKit).

ThisWay Global

April 2024 to February 2026

Manager, Customer Success & Experience

- Led all customer experience (success, support, implementation, onboarding, adoption, and renewals) across the lifecycle; built an enhanced onboarding experience that reduced time-to-readiness by 65%.

Gloat

January 2022 to November 2022

Manager, Enterprise Customer Success

- Owned renewals and expansion for 12 Enterprise and Mid-Market clients. Delivered 100% gross retention (vs. 95% target, zero churn) and ~121% net retention, growing ARR 21%, the highest upsell on the CS team.
- Built new CS operational standards and served as CSM trainer, cutting new-hire time-to-proficiency by 39 days and turnover by 50%.

Moody's

September 2019 to August 2021

Associate Vice President, HR Technology & Service Delivery

- Led re-implementation of Talent Acquisition systems (ATS, candidate CRM, careers site), cutting time-to-fill by 21 days, raising hiring-manager satisfaction 40%, and cutting recruitment agency spend by seven figures.
- Re-implemented Performance, Goal-Setting & Succession, driving 100% review-cycle completion (up from 65%) and facilitating the company's first executive succession cycle.

IBM

June 2014 to June 2019

Global Leader, Customer Success, Solution Design & Consulting

- Designed and launched new Consulting and Professional Services offerings, building and training the team and all operations, with six-figure new revenue and upsell through a paired Solution Design pre-sales function.
- Ran Product Optimization Executive Reviews that lifted feature adoption 18% and drove six-figure services revenue; designed the digital CS model for SMB (+10 NPS).

Regional Leader, Customer Success

- Grew a 55-client Enterprise and Mid-Market portfolio 9% YoY, finishing 22% above target.
- Led a new CS and Professional Services operating model, cutting operating costs by seven figures, raising satisfaction 15 points, and holding 94% gross retention with an NPS of 73 (goal 65).

Leader, People Systems → Talent Acquisition → HR

- Implemented SAP SuccessFactors HCM and LMS (100% company-wide OSHA training compliance, a company first) and pre-employment assessments (six-figure annual savings, +32% quality of hire).
- Stood up the organization's first applicant tracking system and trained 75 HR professionals, for a seven-figure total cost reduction.
- Promoted to Regional HR Leader; rolled out behavior-based interviewing to 120 leaders (+18% quality of hire) and led UFCW collective-bargaining negotiations.

SKILLS

Enterprise Customer Success · Customer Experience · Implementation & Delivery · Technical Account Management · Renewals & Expansion · C-Suite Communication · Operational Strategy · Pre-sales & Solutions Engineering · Proof-of-Concept & Pilots · AI Deployment & Solution Design · Applied AI / LLM Integration · Product Development · Enterprise SaaS

AI and machine learning: Claude, Anthropic API, Claude Code, Cursor, RAG (pgvector, hybrid retrieval), LLM evaluation, Prompt engineering

Build and infrastructure: Python, TypeScript, React, Swift / SwiftUI, FastAPI, REST APIs, Vite, Web Audio API, Supabase, Vercel, AWS, Azure, CryptoKit

Enterprise and HR tech: Gainsight, Salesforce, HubSpot, Zendesk, JIRA, SuccessFactors, Avature, Cornerstone, PeopleSoft, IBM Watson Talent

CERTIFICATIONS

Apple Developer Program · Google Play Developer · IBM Agile Practitioner · SAP SuccessFactors HCM · IBM Design Thinking · Prosci Change Management · IBM Watson Talent Workbench · Korn Ferry Competency Modeling · Korn Ferry Competency-based Interviewing

AWARDS

2014 IBM Customer Success Achievement · 2012 Giant Eagle Community Service · 2007 Giant Eagle Team Achievement

EDUCATION

Studied Electronic Media Production, Kent State University