

## RADICAL CANDOR: JOB FIT REPORT

Overall Fit Score: 82%

(Tier 1: 52/60 | Tier 2: 20/25 | Tier 3: 10/15)

### 1. The Evidence (Direct Matches)

- **Global P&L Management:** "Own the strategy, execution, and evolution of Professional Services as a... profitable business function." vs "Led \$80M Professional Services P&L, exceeding margin targets by 3%... Grew revenue from \$0 to \$90M building a multi-line global delivery organization."
- **Methodology & Scale:** "Standardize implementation methodologies and governance frameworks." vs "Architected transformation from ad hoc services to solutions-based customer engagement model... reducing offer market introduction time from 12 months to 3."
- **Time-to-Value:** "Evolve service offerings that accelerate time-to-value, adoption, and expansion." vs "Accelerated customer time-to-value by 40% by creating tiered implementation packages."
- **Cross-Functional Alignment:** "Partner with Sales and CSS leadership... strategic advisor to Product." vs "Collaborated cross-functionally with marketing and sales... influencing productization roadmap based on customer insights."

### 2. The Critical Gaps (Hard Mismatches)

- **Direct TAM Leadership:** The JD explicitly requires leading "Technical Account Management (TAM)" as a core pillar. While your profile covers "Customer Success" and "Support," you lack explicit evidence of managing a dedicated TAM function (proactive technical health/risk detection) at the Senior Director level.
- **Sales Enablement Domain Expertise:** Highspot is a *Sales Enablement* platform. Your background is heavily in Insurance, IT Infrastructure (Dell/EMC), and AI Workflows. You lack direct experience in the Sales Tech / GTM Enablement category.
- **Engagement Management (EM) Specificity:** The JD lists "Engagement Management" as a distinct reporting line. Your resume focuses on "Project/Program Management." While similar, high-level SaaS EM often requires specific contract-to-revenue lifecycle expertise you've touched on but haven't branded as an "EM function."

### 3. ATS & Keyword Visibility

Status: Optimized

Your resume is highly sophisticated for ATS, specifically regarding P&L and GTM strategy. However, it leans toward "Consulting" rather than "SaaS Product Services."

Missing Keywords: 1. Technical Account Management (TAM)

2. Sales Enablement

3. SaaS Implementation
4. Customer Success Software (CSS)
5. Time-to-Value (TTV)
6. Attach Rates
7. Backlog Management

#### **4. The Reality Check**

You are an exceptionally strong candidate on paper with the requisite P&L scale, but you are competing against internal hires and "boomerangs" from the SaaS Sales Enablement space (Seismic, Showpad, Salesforce). Your "Field CTO" title may actually work against you here, as it suggests a pre-sales/architecture focus rather than the "last mile" delivery execution Highspot is demanding.

**Recommendation: APPLY**

#### **Action Plan**

- **Resume Reframing:** Change "VP & Field CTO, Services" to "VP, Professional Services & Delivery Operations." The "CTO" tag suggests you want to build the product; Highspot needs someone to build the *delivery machine*.
- **Immediate Skill Need:** Research "Technical Account Management" structures in SaaS. You need to be able to articulate how a TAM differs from an Implementation Consultant in a Highspot context during the interview.
- **Alternative Target:** Chief Customer Officer or VP of Professional Services at a Series D/E Fintech or Insurtech startup (e.g., Guidewire, Duck Creek) where your "Insurance Vertical" startup experience is a 100% match.