

ERAN KORISH

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CAREER SUMMARY

I am a seasoned cybersecurity and Customer Success leader with over two decades of experience shaping strategic opportunities, managing key accounts, and driving sustainable growth across APAC and EMEA. I have spearheaded client engagements with enterprise customers spanning North America, EMEA and APAC markets, fostering international business relationships. My strong technological foundation—certified as an Information Security Officer from the Technion and holding a CISM from ISACA—enables me to navigate the full cybersecurity landscape, from core network defense to advanced threat prevention, and deliver tangible value in complex, enterprise-level environments.

I have built and led global teams from the ground up in both startups and large organizations, consistently surpassing revenue targets, nurturing high-performance cultures, and fostering enduring relationships with executive stakeholders. By translating market intelligence and customer insights into actionable strategies, I collaborate seamlessly with product management, R&D, and operations teams to refine offerings, boost retention, and anticipate emerging trends. Whether defining strategic objectives, implementing scalable processes, or guiding day-to-day execution, I remain committed to developing innovative, results-driven teams that thrive in a rapidly evolving digital world.

PROFESSIONAL EXPERIENCE

Director, Customer Success EMEA & APJ
Aqua Security Inc.

Mar 2024 – Present

- Rebuilt and reimagined the EMEA and APJ Customer Success teams, applying leadership and team management expertise to recruit top talent, mentor staff, and foster a high-performance culture.
- Established clear baselines and best practices through strategic planning and execution, ensuring scalable processes that drive product value realization in complex enterprise environments.
- Developed and executed an automated digital success journey leveraging cross-functional collaboration with Product and Engineering, enhancing efficiency and delivering tangible outcomes for customers.
- Launched a scalable operating model that incorporated change management and process improvement principles, streamlining workflows, accelerating adoption, and boosting customer retention.
- Mentored and guided team members with strong communication and presentation skills, improving performance, building confidence, and reinforcing a customer-centric mindset.
- Partnered closely with product management and Engineering to align on market trends and anticipate security challenges, applying market intelligence and competitive analysis to refine offerings and meet evolving needs.

Senior Manager, Customer Success EMEA
Palo Alto Networks

Oct 2018 – Mar 2024

I joined Demisto Inc., a security automation start-up, to establish a new Customer Success function, and following the acquisition by Palo Alto Networks, continued leading the team as part of the Cortex business unit. Operating in a “speedboat” model within a large-scale organization, I leveraged start-up agility and innovative problem-solving within a globally recognized cybersecurity leader, earning the Premier Performance Award and receiving the Exceptional Employee honor four times.

- Directed a team of 15 (2 managers and 13 Customer Success Managers) overseeing an ARR of \$400M, ensuring efficient SaaS B2B operations and sustainable year-over-year growth.
- Spearheaded client engagements with enterprise customers spanning North America and EMEA markets, fostering international business relationships

- Built and led a multi-continent Customer Success team, leveraging leadership and team management strategies to navigate a fast-paced, subscription-based environment serving large enterprise customers.
- Established executive relationships as a trusted sponsor for key accounts, demonstrating negotiation and influencing skills to secure renewals, drive upsells, and exceed revenue targets.
- Increased overall product retention rate to 91% across the EMEA region by introducing scalable processes, enhancing product adoption, and optimizing the customer journey.
- Decreased First-Time-To-Value by approximately 36%, reducing it from 151 days to 96 days through refined onboarding procedures, efficient workflows, and close collaboration with internal stakeholders.
- Collaborated with cross-functional regional leadership—including Sales, Product Management, and Operations—applying cultural and international market expertise to ensure consistent value delivery and innovative security postures across EMEA.
- Employed complex problem-solving techniques to address sophisticated customer challenges, proactively improving customer outcomes and long-term retention.
- Supported global leadership with long-term planning, contributing strategic insights that positioned the organization for sustained growth.
- Owned the overall success of the EMEA customer base, integrating communication and presentation skills to articulate product enhancements, manage expectations, and foster enduring partnerships.

Regional Sales Manager

June 2017 – July 2018

Cynet Security

Cynet Security: solution vendor which develops a unique holistic endpoint security solution. Managed enterprise sales in Benelux and France, acquiring channels and building presence in the market.

- Penetrated the Benelux and France markets, leveraging market intelligence and competitive analysis to identify the right partners, build a solid prospect pipeline, and establish Cynet's presence.
- Employed negotiation and influencing skills to close deals for endpoint security solutions, assessment services, and cloud offerings, meeting complex customer requirements.
- Utilized strong communication and relationship management

Head of Cyber Security Sales

Mar 2015 – May 2017

Dizengoff Solutions

Product Owner Cyber Security

Feb 2013 – Mar 2015

DataGroupIT

Account Manager

Oct 2011 – Jan 2013

Cellebrite

Senior Sales Engineer

June 2007 – Dec 2009

Crescendo

EDUCATION

Certified Information Security Manager (CISM)

2020

ISACA - Credential ID 2055479

Certified Information Security Officer

2019

Technion - Israel Institute of Technology - Credential ID 10245

MBA Business Administration

2011 - 2013

Bar Ilan University

LL.B Law

2002 - 2006

Academic Center for Law and Science