

Eden Grill

Sydney · edengrill@icloud.com · linkedin.com/in/eden-g

Australian citizen · eligible for AGSVA security clearance (prior NV1 vetting via ADF Reserves)

SUMMARY

Enterprise cybersecurity commercial operator, 9+ years in customer facing roles. At Darktrace I owned the ANZ renewals number, a book of roughly **US\$14M to US\$20M in ARR across about 500 enterprise accounts**, and delivered **gross retention near 80% and net retention near 110%** against global benchmarks of roughly 70% to 75% and 105%, exceeding target in **8 of 10 quarters**. Signature win: I **doubled a critical infrastructure account's annual contract value while a breach was active, and closed it inside a single quarter**. I work best forward deployed, in customers' environments, translating between technical, commercial and executive stakeholders. Architect by training: I break ambiguous problems with many stakeholders into workable structures.

Core skills: Customer Success · Renewals and Expansion (GRR / NRR) · Technical Account Management · Enterprise SaaS · Cybersecurity (4.5 years) · OT and Critical Infrastructure · Executive and Stakeholder Engagement · AI and LLM Orchestration

EXPERIENCE

Founder · worldwwide.com

Dec 2025 to present · Sydney

A production platform for the international electronic music scene, built and operated solo as a founder without an engineering background, directing Claude Code as engineering partner. Every product, data model and architecture decision mine; AI as implementation leverage.

- Architected and run the system end to end: a backend of **50+ serverless Cloudflare functions** (authentication, submissions, moderation, content management), a static generator producing **roughly 11,000 pages**, and an installable progressive web app. About **34,000 lines of code across roughly 1,500 commits**.
- Built an **autonomous data pipeline** that reconciles **roughly 10,000 artist profiles and 480 curated events spanning about 50 countries**, drawing from four external APIs (Spotify, Bandcamp, SoundCloud, YouTube).
- Orchestrate **several large language models** (Claude Haiku, Sonnet and Opus, plus Gemini) for classification, enrichment and generation, all under human review, across **eight scheduled jobs** that include automated link and health checks, run with careful control of model costs.

Darktrace · Renewals Director, ANZ

Jul 2023 to Dec 2025 · Sydney

Global leader in cybersecurity AI, autonomous detection and response. Reported to the Global Head of Renewals.

- Owned the ANZ renewals number: a book of roughly **US\$14M to US\$20M in ARR across about 500 enterprise accounts and about 350 renewals a year**, with annual contract values from roughly US\$40k up to US\$300k for the largest. Personally closed the roughly 100 highest value renewals and directed the CSM team on the remaining 250.
- Delivered **gross retention near 80% and net retention near 110%**, roughly 10% net growth on the book each year, against global benchmarks of about 70% to 75% gross and 105% net. Upsell at renewal was the engine, often growing account value by 50% to 100%.
- **Exceeded target in 8 of 10 quarters**. Earned multiple top performer awards and recognition in global company all hands. Promoted on merit.
- Introduced a new workflow that rewarded early and on time renewals, pulling renewal timelines forward across the whole book, while keeping a forward deployed cadence in customers' environments rather than running renewals from a desk.
- **Signature win, a critical infrastructure breach renewal:** I inherited a major Australian critical infrastructure account while an incident was active and late in the renewal cycle, inside a contested pricing dispute with many stakeholders. I reframed the dispute with technical evidence, ran the incident response transparently, and **doubled the account's annual contract value, turned around inside a single quarter**.

Darktrace · Customer Success Leadership (Senior Team Lead → Team Lead → CSM)

Aug 2021 to Jul 2023 · Sydney

- Led a team of 5 Customer Success Managers while carrying my own enterprise book, through the period when Darktrace's AI was novel enough that most customers, users and executives alike, held real misconceptions about what it did.
- Mentored the team to meet and beat their renewal and expansion quotas. **Retention, NPS and account health improved significantly under my leadership.**
- Coached the team on closing the gap between what users understood and what executives needed to hear, and fed customer signal back to product and engineering.

Weissbeberger · Operations Project Lead, Forward Deployed

2017 to 2020 · Sydney

Israeli IoT and POS analytics startup backed by Innovation Endeavors, Eric Schmidt's fund; acquired by AB InBev and made its global beverage analytics hub.

- Second Australian hire and first in Sydney. Deployed proprietary IoT sensor hardware and POS integrations (H&L, IdealPOS, Bepoz) across **200+ Carlton and United Breweries venues and key accounts**, coordinating installers, running on site calibration, and onboarding operators who were new to the technology.
- Brought field evidence back that drove a major product decision, dropping the sensor layer in favour of POS only analytics, which delivered faster onboarding and fewer issues at deployed sites. The field data underneath fed the growth that led to the AB InBev acquisition.
- Bridged customers, third party vendors, support and the data science team in Tel Aviv.

Kantar Millward Brown · Research Analyst

2014 to 2016 · Sydney

- Ran government and consumer research studies across Australia, turning field data into decision ready insight for internal and external stakeholders.
- Built the customer facing foundations: stakeholder engagement, objection handling, and outbound and inbound interviewing across a wide range of socio economic groups.

EDUCATION AND CLEARANCE

Bachelor of Architecture, University of Sydney · IT Automation with Python (Google) · Agile Project Management
Australian citizen · eligible for AGSVA security clearance sponsorship (prior NV1 vetting via ADF Reserves) ·
clean, demonstrably checkable background