Chad Keck Bio

Chad Keck is an experienced and highly accomplished technology leader specializing in product management and strategy, product innovation, product marketing, technical sales, usability and customer experience management.

Chad is CEO & Founder of Promoter.io, an end-to-end Software-as-a-Service (SaaS) platform that helps companies easily implement the Net Promoter System to build loyal brand advocates and enable organic customer growth. The Promoter.io platform launched in 2014.

Prior to Promoter.io, he served as Vice President of Customer Experience at AppFog, the largest Platform-as-a-Service (PaaS) cloud built on top of the Cloud Foundry technology. He led the operation's delivery of a world-class product and customer experience for more than 80,000 users and more than 100,000 deployed applications.

As Senior Product Manager at HP Cloud Services, Chad led the company's Platform-as-a-Service and initial public cloud strategies, helping launch the first commercial large-scale deployment of OpenStack Compute.

During his highly successful career at Rackspace Hosting, Chad managed a highly trained sales engineering and operations team responsible for more than $3M in new annual recurring revenue. As Senior Product Manager for PaaS and Platform Services, he led product development and strategy efforts for the largest PaaS hosting cloud in the market, Rackspace Cloud Sites, while also delivering an 82 percent increase in the Net Promoter Score during this time. He also lead product development for several new cloud technologies including Rackspace Cloud Load Balancers and Cloud DNS. Chad earned eight RackStar awards at Rackspace for consistently over-achieving goals.

An inspirational executive leader, Chad energizes and motivates teams across organizations to reach an elevated level of operational excellence. When faced with a challenge, he consistently delivers superior results regardless of the obstacles faced.