

DAN McLEGGON

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AI Product Builder | Customer Success Leader | Public Sector Technology

SUMMARY

Customer Success leader with deep product and AI experience.

For more than 12 years, I've helped governments adopt technology that improves how they serve their communities. My foundation is customer success, but I've always been drawn to solving the problems I see firsthand, whether that means improving onboarding, influencing product direction, building new processes, or creating entirely new AI-powered tools.

At ClearGov, that mindset led me beyond the traditional boundaries of Customer Success. I designed and shipped production AI applications used by real government customers, partnered closely with Product and Engineering to shape new capabilities, and helped transform customer feedback into product strategy. I thrive in early-stage environments where curiosity, ownership, and a willingness to solve problems matter more than staying within the lines of a job description.

CORE COMPETENCIES

Government Technology Adoption	AI Implementation & Enablement	Change Management
Executive Stakeholder Management	Public Sector Procurement & Compliance	Expansion & Retention
Customer Onboarding & Activation	Cross-Functional Leadership	ROI & Mission Impact Measurement

EXPERIENCE

Senior Account Manager (Customer Success, Product & AI Strategy)

ClearGov (formerly coUrbanize) February 2023 – Present (coUrbanize acquired by ClearGov in January 2026)

Government financial transparency & budget engagement software for municipalities and counties

- Lead implementation, adoption, and long-term success for a national portfolio of municipal and county government customers across multiple states
- Designed and shipped a production AI-powered content platform (detailed below) now in active use with Early Adopter Program cities; generated \$100K+ in implementation and expansion revenue in 2026
- Co-designed the Early Adopter Program for ClearGov's financial engagement product alongside coUrbanize's founder, defining the customer feedback loop, success criteria, and rollout structure used to validate new features before broader release
- Own the full feedback loop between customers and the product team: surface and prioritize client feedback for Product, then close the loop by demonstrating deployed features and improvements directly to clients
- During an extended period without dedicated product management, filled much of that function directly: working hands-on with engineers and data team members to scope, sequence, and validate feature work
- Partner with executive stakeholders to translate complex customer needs into product strategy, implementation approaches, and AI-enabled customer experiences.

Senior Account Manager · **coUrbanize** Feb 2023 – Dec 2025

Civic engagement platform enabling multilingual public participation in planning and development decisions. Joined ClearGov in January 2026 through ClearGov's acquisition of coUrbanize.

- Sole member of the customer success function; owned the full client lifecycle from kickoff through renewal for a portfolio of real estate developers, governments, and consulting firms
- Achieved 101% net recurring revenue retention; sourced 30%+ of the company's new business pipeline through proactive outreach and personal network

- Served as primary liaison between government customers and Product, Engineering, Design, and Sales; built repeatable onboarding playbooks, certification programs, and training frameworks
- Initiated an early AI-assisted workflow using ChatGPT to analyze user comment data, which led directly to a fully integrated product feature, the first instance of the AI-to-product pattern later repeated at ClearGov

Customer Success Manager / Partnership Manager · [SeeClickFix / CivicPlus](#) Jan 2018 – Feb 2023

Constituent services platform used by hundreds of U.S. cities and counties to manage resident requests

- Managed ~\$2.5M in annual recurring revenue across 150+ government accounts; delivered a 4-year average of 106% year-over-year retention and growth, leading the team in this metric throughout
- Conducted Executive Business Reviews and built customer success plans; served as primary point of contact for elected officials, senior leadership, and project teams
- Developed and led Train the Trainer programs and client workshops to drive adoption within government organizational cultures
- Chairperson of the Mentorship Committee (DEI/DEIB Board); grew program participation from 24 to nearly 100 mentees in one cohort

Government Account Manager · [Pitney Bowes](#) Jul 2012 – Jan 2018

Technology and mailing solutions; dedicated state & local government vertical

- Produced over \$1M in sales annually across the State and Local Government vertical; managed procurement cycles and contracts across all 50 states
- Achieved 109% of quota in 2016 and 101% of quota in 2015

Earlier Career: *Founder, SUBMIT! (2011–2012)* · *Commercial Team Leader, Oce (2006–2009)* · *Sky Social Media (2009–2010)* · *Response Marketing (2010–2011)*

CIVIC LEADERSHIP

- Commissioner, City of New Haven Economic Development Commission. Advise on and hold regulatory authority over decisions within the Commission's purview, working alongside the Board of Alders, city staff, developers, and community stakeholders; experienced presenting to elected officials and public stakeholders.

SELECTED AI PRODUCTS

ClearGov Financial Engagement Toolkit: Production AI Platform · [Internal customer-facing tool, ClearGov](#) 2025 – Present

- Designed and built a customer-facing web app that generates 34 city-specific marketing materials across 6 channels (social, print, digital, email, community, internal) in under 2 minutes, down from 5+ hours per city
- Built entirely in Claude Code; deployed on Vercel; architected the full product (UX flow, data model, prompt engineering, error handling) without a development team; in active production use with real government clients

Activation Intelligence Platform · [Independent Project](#) 2025 – Present

- Designed and built an AI-powered operating system for Customer Success that transforms customer interactions into structured organizational knowledge, actionable recommendations, and repeatable playbooks.

- Architected a multi-agent workflow that generates customer analysis, meeting preparation, implementation guidance, product insights, and leadership updates from a shared structured knowledge base.
- Built a persistent "memory layer" using structured data rather than chat history, enabling AI agents to identify activation patterns, recommend next actions, and continuously improve from customer outcomes.

EDUCATION

Dartmouth College · 1998 – 2002