

# Causeway appoints Paul Madeira as new Chief Customer Officer

4 years ago



Causeway Technologies has appointed Paul Madeira as the company's new Chief Customer Officer.

Paul has moved into the newly created role to continue the organisation's drive to become a truly customer-centric business. He will focus on strengthening Causeway's relationships with new and existing customers and making sure they receive a great customer experience, a natural step forward from his previous role where he managed key strategic relationships with many of Causeway's customers such as Balfour Beatty, Kier, Aggregate Industries, Morgan Sindall and Galliford Try.

His role will involve working with various teams within Causeway, enabling collaboration across the company to provide customers with a consistent and seamless service.

Paul has over 30 years' experience in the software industry, working in a variety of senior Director roles within sales, operations, Executive business development and marketing.

Paul commented: "I am delighted to be taking on this new role, which will focus on making sure we thoroughly understand all of our customers pains, passions and aspirations, so we can help them to become more successful.

"I look forward to managing the different customer-facing teams across our business and joining the "dots" between sales, customer success, operations, product and engineering so that we can take a fully coordinated, joined-up approach to delivering a great customer experience."

Phil Brown, Chief Executive at Causeway Technologies, said: "Paul has been a fantastic asset to the business since he joined us 15 years ago, and I am delighted to see him step into this critical role on our

Board.

"As our company has grown, we have been keen to constantly improve our products and services, keeping customers very much at the heart of everything we do. Paul will be an essential part of realising that vision."