Feedback received: David Leonard-Scully (HubSpot)

Anonymised extract of the "Feedback Received" report, exported 31/10/2025.

Colleague names have been replaced with consistent labels (the same label always means the same person). Job titles are as at the date the feedback was given. Customer and third-party company names have been replaced with bracketed placeholders. HubSpot is named throughout, as in the original. Feedback text is reproduced verbatim, including original typos. Profile photos in the original export have been dropped.

Date	From	Feedback	Badge	Shared with recipient
14/03/2025	Colleague A Senior Technical Consultant	What a swell fella! David is good at his job and him using that goodness to help me with an issue was the impetus for writing this. BUT. He isn't just good at his job... he is kind of just good at life... and people. As we all know he is an unreal resource for CMS / HubSpot functionality but did you know he also cares about the people he works with? When you chat with David you get the feeling he is really interested in what you are saying even though it may be boring. He goes out of his way to check in with the folks around him. He is the type of guy that has a high EQ and just kind of gets it. Don't change DLS! (this post is 76% serious and 24% fun)	4. Deliver with HEART	No
27/02/2025	Colleague B Strategic Customer Success Manager	I want to give a huge shoutout to David for once again going above and beyond and jumping in to help a customer of mine that has a complex blog migration. Over the past few years David has shown a level of collaboration, dedication and enthusiasm when it comes to solving for the customer that is unmatched. His knowledge and assistance has helped me both save and grow my customers on multiple occasions. Thanks for all the help David, you're a star!	4. Deliver with HEART	No
18/02/2025	Colleague C Principal Technical Consultant	Yet again, David has helped me out with a complex CMS query and given an immediate guidance that massively sped up both my work and the customer's work. His expertise on the CMS and SEO and his willingness to share this knowledge has frequently enabled me and my colleagues to learn from him and provide our customers with his expertise. On this occasion he was able to identify immediately that a roadblock was a gap in our functionality and provide the recommended solution and code immediately. If not, I would have required hours of testing to just confirm the issue before even being able to confirm an answer. He has also provided me with SEO recommendations on numerous occasions that have helped calm customer escalation scenarios. I know he's often involved in helping with escalations himself, but he needs the credit for the many occasions he has shared his expertise via others to scale his impact too.	4. Deliver with HEART	No

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22/01/2025	Colleague D Customer Success Manager	In a very difficult situation with a very complicated customer, David went way above and beyond his role. He showed patience, professionalism and is definitely the definition of someone solving for the customer. Very grateful to have you as a colleague!	4. Deliver with HEART	No
20/12/2024	Colleague E Senior Customer Success Manager	I've lost count the number of times David has stepped up to help me, or a member of our team with an off the cuff query. Our team would be lost without his expertise and willingness to help solve for our customers. Thank you for all you do David!	4. Deliver with HEART	No
16/10/2024	Colleague F Senior Onboarding Specialist	David, YOU are REMARKABLE! I have had the opportunity to work with you on certain occasions, it has been a fantastic pleasure because you are supportive, empathic, humble, and always looking forward to helping with your HEART. You have been showing this once again with one of my customers. You were on Annual Leave, and despite the short notice, the day you were back, you contacted the customer after I raised this through Slack with you. The customer was super happy with your assistance and they told me you were excellent and support them through the migration. You are an excellent professional with your peers and customers, ready to solve for them and demonstrate your adaptability and flexibility. Thank you so much.	4. Deliver with HEART	Yes
03/10/2024	Colleague G Customer Success Manager	Thank you to David for continuously going above and beyond with a complicated client of ours. Anything that could have gotten in his way has, and he has continuously powered through. He has managed a difficult balance of solving for the customer whilst retaining HubSpot's resources for their intended use, maintaining his focus of priorities and care with all of his clients but without any compromise on service delivery to this specific client. While we've collaborated really well to SFTC, I couldn't have gotten this far without David's expertise and support. I owe him a well overdue thank you.	4. Deliver with HEART	No
08/05/2024	Colleague H Senior Onboarding Specialist	Thank you, David, for taking the time to look into customer scenarios with me and going above and beyond! I really value your input and I'm learning so much! You have solved so many design questions that will help me in future to solve for my customers. Thanks for always being flexible, jumping into zooms to take a look at issues and all in all for being quite fabulous :)	4. Deliver with HEART	No
25/04/2024	Colleague I Senior Customer Success Manager	David proactively goes above and beyond for demanding customers. Thanks for doing more than what's required for [Customer 1] recently. This case was challenging, but you handled it professionally in a helpful manner.	3. Align, Adapt & Go	No
04/03/2024	Colleague J Technical Consultant	Hi David, thank you for your help on understanding how to work with existing themes and templates. As a TC we rarely have to deal with CMS consulting and talking to you gave me insights that I would not have gotten from our current documentation. You were a big help.	4. Deliver with HEART	No

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27/02/2024	Colleague K Senior Onboarding Specialist	Hi David, I'd like to thank you for all your support - all the hints, tips, resources, chats you've shared. Thanks for all you do!	4. Remarkable - Peer Bonus PopUp	No
02/02/2024	Colleague L Principal Customer Success Manager	David, your help with CMS and SEO questions is a lifesaver for us CSMs. Seriously, where would we be without you? I just wanted to say a massive thank you for your incredible support with numerous customer questions in the past few months. As always, you went above and beyond, taking the stress off our shoulders and keeping our customers happy and on the path to growth. Thank you!	4. Deliver with HEART	No
13/11/2023	Colleague M Customer Success Team Lead	David, I wanted to congratulate you and thank you warmly for your presentation for the [Customer 2] account, which I am sure will allow you to change the relationship with this difficult client. Thanks to your exceptional presentation, we were able to remind the customer of our main objective which was to help them. Your professionalism, expertise and ability to communicate clearly captured the client's attention and convinced us of our dedication to their success. Your presentation was a real turning point in our relationship with this client, and we are all extremely grateful to you for it. Your commitment and your will made it possible to overcome [Customer 2]'s remarks and were truly inspiring. You knew how to show empathy while preventing emotional frustrations from taking over. This led to efficient problem solving and better mutual understanding between our client and us. Thanks to your efforts, our team is now able to work more closely with this difficult client, providing them with the solutions they need to achieve their goals. Not only did you save this relationship, but you also strengthened our reputation as a reliable and proactive partner. Once again, I would like to congratulate you on your remarkable success and sincerely thank you for your dedication. We are lucky to have you on our team. Looking forward to continuing to work alongside you and taking on new challenges together.	4. Deliver with HEART	No
18/10/2023	Colleague N Onboarding Specialist	I wanted to take a moment to express my heartfelt gratitude for your incredible support. Your dedication and willingness to tackle challenges, on top of your own responsibilities, have been truly remarkable. Thank you for always going above and beyond.	4. Deliver with HEART	No
09/10/2023	Colleague O Senior Customer Success Manager	I just wanted to show some appreciation for David Leonard-Scully's exceptional assistance! When I approached him with an urgent SEO question on behalf of a customer, he responded promptly and provided a brilliant solution! Thank you for helping me on such a short notice!!	3. Align, Adapt & Go	No
20/09/2023	Colleague P Senior Customer Success Manager	David, thank you for being such a rockstar. I attended some office hours with some questions and David is exceptional every time. He is alwasy focusing on how to help the client and make sure to help me as CSM allowing me to improve my knwoledge. There is no dificult situation that David can handle and he does it also wit a great personalization - like a video recorded in italian! David , thank you for making such a difference	4. Deliver with HEART	No

Date	From	Feedback	Badge	Shared with recipient
21/07/2023	Colleague Q Senior Partner Development Manager	Just a note to say a huge thank you to David for his support with a partner onsite that I had in the Dublin office yesterday. My partner found the session incredibly valuable. It gave them a much greater insight into our re-platforming process and greater confidence in how this has evolved over the years. They are now excited about the future collaboration with our re-platforming team and the efficiencies that can be improved in their own migration processes as a result. It would be great for other partners to have more sessions like this in the future. Thanks again David for giving up your time!	4. Deliver with HEART	No
10/07/2023	Colleague L Principal Customer Success Manager	This is a note to say a big thank you for David's incredible support in handling a customer escalation. You went above and beyond, and I truly believe your outstanding efforts will help us save this customer. I really appreciate your time, knowledge and commitment. Thanks a million!	4. Deliver with HEART	No
10/02/2023	Colleague R Corporate Account Executive Level 2	David has been amazingly generous with his time and helpful with a large corp customer's prospective CMS project, even joining a call on short notice to answer some rapid-fire questions from the broader customer team. He has been very solution-oriented in his approach to creating a smooth transition of a very large website. Thanks David, you've been essential to driving home the sale for an important customer. Thanks David!	4. Deliver with HEART	No
15/12/2022	Colleague S Senior Customer Success Manager	I have been working with David on a project associated to the Emerging Leader Program. I have learnt so much from David. He has incredible leadership and analytical skills. Our group wouldn't have been far without his dedication. He was team lead at the time and I can honestly say that I don't know how he managed to be amazing at both roles at the same time but he definitely did. I was very glad I got to work with David and learn from him.	4. Remarkable	No
22/06/2022	Colleague T Lead Corporate Account Executive Level 2	Q2 2022 Peer Recognition - Towards the end of any month all teams in HubSpot are operating at 100%+ capacity. I would like to take a moment to thank David for his thoughtful and directorial help to get his and my teams fully aligned in nearly no time flat. It's hard to ask for help sometimes, but when David fielded my request, he was quick to change gears to help - your demeanour does not go unnoticed - and more importantly - thank you for the help!	3. Align, Adapt & Go	No
16/03/2022	Colleague U Customer Success Manager	Q1 2022 Peer Recognition David is undoubtably a Remarkable HubSpotter. Over the last few months, David & I have worked on a number of accounts together. David always goes above and beyond to help out, and is always there to answers any questions I have or ones that come from my clients. He even went out of his way to jump on a call with me recently with a difficult client that wasn't aligned with him to help me out. I can't speak highly enough of David - thanks for all the support!	4. Deliver with HEART	No
15/12/2021	Colleague V Principal Inbound Consultant	David is a colleague who always goes above and beyond to help and bring his amazing knowledge and insights to help SFTC. Not only that but's he's a sound man and embodies all that is true in a HubSpotter.	4. Remarkable	No

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14/12/2021	Colleague W Senior Replatforming Specialist	Q4 2021 Peer Recognition David has been amazing for the last few weeks in making sure that I leave my role - not only in ways of making sure that my workload is transitioned properly but also by making sure that I'm okay and emotionally happy before moving on! I'm pretty sure that he has a lot on his plate as a new team lead, but he definitely treated me with empathy even through my last week at HubSpot. HubSpot is lucky to have this guy!	2. Empathetic	No
30/09/2021	Colleague X Replatforming Specialist	Q3 Peer Recognition! David has been an incredible mentor, his highly technical knowledge combined with strong coaching and leadership skills make him an Outstanding Professional! I am so happy to have him as my mentor, he has all HEART traits and is extremely talented when it comes to sharing his expertise with others. No matter how busy he gets he is always present in my day-to day work, thank you David for all you do and all you have done so far! It is both a Blessing and a Privilege to have you as my Mentor!!	1. Humble	No
07/09/2021	Colleague Y Partner Development Manager	Q3 2021 Peer Recognition. David has demonstrated exceptional dedication and flexibility when it came to crunch time while solving for our clients. Such a genuine attention for the quality of our work and client satisfaction is a rare quality, keep it up David!	4. Remarkable	No
25/06/2021	Colleague P Customer Success Manager	Q2 2021 Peer Recognition. A massive thank you to David for helping me in handling a query on a tricky question by one of my client on SEO, Authority score and Toxic link. . I attended one of his Office Hours and David did reach out after that few times to check in how it did go the conversation with the client. This was remarkable as he took at heart the topic, help me and made sure to solve and clarify to the client. Really appreciate it!	4. Remarkable	No
23/06/2021	Colleague Z Senior Migrations Specialist	Q2 2021 Peer Recognition Thank you for all of your help during my onboarding and for being a rock-star mentor! It's a pleasure working and learning from you.	4. Remarkable	No
15/06/2021	Colleague AA Senior Customer Success Team Lead	Q2 2021 Peer Recognition I wanted to give David a recognition of being absolutely remarkable in his role! Not only does he run extremely helpful SEO office hours, he also time and time again demonstrates how he solves for the customer by truly listening to their needs and also goes above and beyond to solve for the customer. Thank you, David!	4. Remarkable	No

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10/04/2021	Colleague AB Senior Account Executive	Q1 2021 Peer Recognition Thank you for all your hard work supporting me with CMS Migration deals. You've been an absolute star, especially when it comes to dealing with complex questions and crazy expectations from the customer. Don't know how I'd do it without your support.	3. Adaptable	No
14/12/2020	Colleague AC Senior Technical Consultant	Q4 2020 Peer Recognition David has been an absolute hero to work with. Always has time for the tricky questions and provides some clear cut advice on how to approach complex topics in the online marketing world. Thanks for all the help over the last few months and for providing the team with great resources to help us grow.	3. Adaptable	No
15/10/2020	Colleague AD Migrations Specialist	David has been an amazing member of our team in regards to his ability to speak his mind and great advice in tricky situations. I have learned a lot from David since beginning his role and I appreciate his help and support! :)	4. Remarkable	No
15/10/2020	Colleague AE Customer Success Manager	David has been REMARKABLE in how he has taken ownership of a difficult customer situation and gone way above the usual high-level of operations that is the standard for his team. Aside from his undoubted technical skills, David has demonstrated tremendous empathy in dealing with the customer (and me!) by focusing on the challenge from their perspective and I find his attitude, demeanour, and humility inspiring!	4. Remarkable	No
16/07/2020	Colleague AF Technical Consultant	David has been in HubSpot mere weeks and I have never seen someone hit the ground running so fast --- in any job, ever. I can't speak to his migration role but when it comes to what makes an exceptional HubSpotter, I have no doubt in my mind that David fits the bill. He is engaged with all team activities, takes the time to seek out information and constantly is going above and beyond to help his team and the wider HubSpot team. Usually, it takes most HubSpotters months to get comfortable to answer questions in slack channels but David as dived right in and not only answered a lot of questions but goes above and beyond in making sure the person looking for an answer has as much information as possible. I have seen this firsthand when he took the time to assist me with customer SEO questions and I have seen him jump in and excel with other colleagues as well. He is obviously a hard worker, has a phenomenal knowledge of the digital landscape and has brought a breath of fresh air into my working life personally. I look forward to meeting you David and kicking your ass in something nerdy! HubSpot and ProServices are very lucky to have you on board!	4. Remarkable	No

Anonymisation key (redact before sharing)

34 entries, 32 distinct authors. Labels are unique per person and reused where someone gave feedback twice.

- Colleague L: two entries (02/02/2024, 10/07/2023), same title in both
- Colleague P: two entries (20/09/2023, 25/06/2021); title shown as at the date of each entry, Customer Success Manager in 2021 and Senior Customer Success Manager in 2023

- [Customer 1]: customer named in the 25/04/2024 entry
- [Customer 2]: customer account named in the 13/11/2023 entry
- "DLS" in the 14/03/2025 entry is David's own initials and has been left in place.