

DIDIER MORTIER

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PERSONAL SUMMARY

Results-driven Customer Success Manager and Sales Lead with over 9 years of experience across SaaS, cloud solutions, and customer engagement sectors.

Proven expertise in leading cross-functional teams, driving revenue growth, and developing customer-centric processes.

Strong track record of building full-cycle sales pipelines, optimizing post-sales operations, and enhancing customer retention through strategic management.

Multilingual communicator, fluent in Dutch, English, Spanish, and basic proficiency French, with an adaptable and data-driven approach to business improvement.

EXPERIENCE





- 05/2022 to Current** **Customer Success Manager Benelux**
Ingram Micro Cloud
- Manage subscription renewals, proactively addressing churn risks to ensure customer retention.
 - Oversee the implementation and adoption of the Xvantage platform, providing guidance and support.
 - Act as the primary contact for customer inquiries, ensuring timely resolution and satisfaction.
- 06/2021 to 04/2022** **Investigation Specialist Benelux**
Amazon
- Investigate suspicious merchant activity and behaviour that could pose a risk to Amazon, the buyers or the merchants
- 01/2019 to 03/2021** **Sales & Post-Sales Team Manager**
HP Store
- **Led team of 9 Sales & Post-Sales Representatives targeting Dutch market at HP Store.**
 - Delivered comprehensive reports on sales activity to Country Manager and Business Manager.
 - Created strategies to attract additional business opportunities.
 - Weekly, monthly, and quarterly performance and metrics monitored (Sales & Post-Sales).
 - Supported sales representatives and team to achieve targets.
 - Ensure targets are delivered through people management, performance review, reward and individual recognition
 - Recruited, hired, and trained Sales & Post-Sales representatives.
- 06/2017 to 12/2019** **Senior Team Manager**
Google Workspace
- **Senior Supervisor | 2019**
 - Coordinated team KPIs and tasks within Workspace Project.
 - Analyzed databases to develop new processes for Managers and Supervisors.
 - Participate in weekly, monthly, and quarterly business reviews with clients.
 - Ensured communication with the client for complete RTM and WFM coverage.
 - **Managing a team of 16 agents (Dutch) within the Workspace Project. | 2018 – 2019**
 - **Managing a team of 28 agents (Portuguese, Brazilian and Japanese) for the late shift within the Workspace Project | 2017 - 2018**
 - Established performance goals and deadlines aligned with company and client vision, communicating clearly to agents.
 - Organized workflow to enhance clarity of responsibilities.
 - Provided coaching to enhance agent performance and efficiency.

06/2016 to 06/2017	Subject-Matter Expert (SME) on Collaboration Google Workspace
07/2015 to 05/2016	Service & Support Representative Google Workspace
01/2014 to 07/2015	Insurance Sales Representative ERGO Belgium
04/2013 to 07/2015	Project Manager Construction Instal Verheyden BVBA

QUALITIES

- Customer Success Management
- Sales Strategy & Pipeline Development
- Global Cross-Functional Team Leadership
- Revenue Growth Optimization
- SaaS & Cloud Solutions Expertise

LANGUAGES

Dutch:	C2	English:	C2
			
Proficient		Proficient	
Spanish:	B2	French:	B1
			
Upper Intermediate		Intermediate	

EDUCATION

2012	Applied Architecture Howest - Bruges, Belgium
2010	Architecture AP Antwerp - Antwerp Belgium

CERTIFICATIONS

- Management Intensive Course & Certificate - Webhelp

HOBBIES AND INTERESTS

- Gardening
- Exploring new technologies
- Music
- Home cooking
- Swimming
- CrossFit

DRIVING LICENCE

- Category B

WEBSITE & SOCIAL

- [LinkedIn.com/didiermortier](https://www.linkedin.com/in/didiermortier)
- www.didiermortier.com