DIDIER MORTIER

08105, Barcelona, Spain | hola@didiermortier.com

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

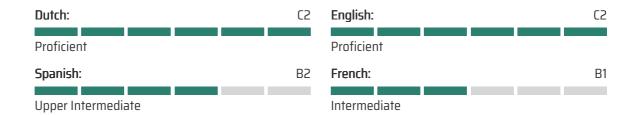
04/2013 to 07/2015 Project Manager Construction

Instal Verheyden BVBA

QUALITIES

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

LANGUAGES



EDUCATION

2012 Aplied 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
- www.didiermortier.com