

Cesar J. Camacho

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Bilingual (EN/ES) relationship management professional with 13+ years of experience in finance, client engagement, and community development. Recently earned the **AWS Certified Cloud Practitioner** credential and currently building deeper technical expertise through hands-on projects and AWS Solutions Architect studies. Aspiring **Technical Account Manager (TAM)**, presently pursuing **Customer Success** and **Account Manager** roles within SaaS or cloud-first organizations to bridge people, product, and technology. Known for building trust, simplifying complexity, and driving long-term customer value.

Technical Skills

CRM & CS Tools: Salesforce, HubSpot, Asana, Intercom

Data & Business Tools: Excel, SQL, and NoSQL (Basic Queries)

Cloud & SaaS: AWS Cloud Essentials, Google Suite, Gainsight

Networking & IT: Python (fundamentals), VPC Basic

Education & Certifications

AWS Certified Cloud Practitioner – **PerScholas**, Amazon Web Services. Issued 06/2025

Securities Industry Essentials (SIE) Exam – **Support to Succeed** (10/2024 - 06/2025)

Certified Customer Success Fellowship – **SV Academy** (07/2021 - 10/2021)

A.A. in Business Administration – **Southern New Hampshire University** (2018 - 2019)

Professional Experience

Lending and Outreach Officer | Dorchester Bay EDC, Boston, MA | 06/2023 – 10/2024

- Managed **140+ small business clients**, providing financial & technical assistance.
- Led workshops and trained **100+ entrepreneurs** on financial management tools.
- Utilized **Salesforce, LoanWell, and Asana** to track customer engagement

Customer Success Associate | Mechanic Advisor, Boston, MA | 01/2022 – 05/2022

- Managed **120+ SMB accounts**, increasing engagement and retention.
- Optimized onboarding workflows using **HubSpot, Slack, and Intercom**.
- Developed email/SMS automation strategies for customer outreach.

AVP Business Relationship Manager | Santander Bank, Boston, MA | 12/2019 – 12/2020

- Managed **110+ business clients** with revenue exceeding \$5MM.
- Led training sessions on financial tools, increasing client adoption by **50%**.
- Surpassed **revenue** targets **by 120%** with strategic retention initiatives

Languages and/or other

Fluent in English & Spanish

Passion for mentorship, leadership, and continuous learning