I have worked with customers for an extended period over the course of my career and I found it to be a very rewarding job because it has pushed me to learn and because of the meaningful interactions with my clients.

I am a strong customer advocate and have always enjoyed roles that have allowed me to work closely with customers, to solve their business problems. Working in presales, technical support and product management at Business Objects and Crystal Decisions for over 10 years, has allowed me to really understand the needs and possibilities of Business Intelligence Solutions  
  
I really enjoy the challenge of developing teams and individuals, developing new processes and developing solutions that solve customers' needs. I find all of these activities rewarding and accomplishments in these three areas are the ones that I am most proud of.  
  
I am passionate about the Business Intelligence market and believe in the software industries ability to help companies and individuals get access to more information faster in a way that matters to the user. I believe that getting the right information to the right people in the right format or medium is THE best way that companies and the people who work for companies can make better desisions.  
  
I am truly alive when given the opportunity to solve problems in an innovative way. I excel at identifying patterns and process in what would other wise be seen as chaos. I like creating solutions to complex problems and have affected organizational change.  
  
Specialties: Leadership and Team Building, Sales Consulting, Presales, Customer Success, Professional Services, Training, Technical Support, Software Product Management, Software Sales Support, Enterprise Reporting, Scalability, Business Intelligence, Project Management, Product Positioning and Demonstrations, Business Development

Hello [Customer Name],  
  
We are experiencing some technical difficulties with the internal systems and unfortunately the access to the web application is down for all the customers.  
  
Our engineering team is currently working to solve the issue, and one of the members of our team will let you know as soon as the problem has been resolved.   
  
We apologize for any inconvenience this may have cause you. Please do not hesitate to contact me if you have any questions.  
  
Sincerely  
Carlos Gomez Hernandez  
  
Customer Success at Vid Cruiter

I have worked with customers and engineering teams for extended periods over the course of my career and I found it to be a very rewarding job because it has pushed me to learn and has given me meaningful interactions with individuals from diverse backgrounds.

I am a strong customer advocate and have always enjoyed roles that have allowed me to work closely with customers, to solve their business problems. Working with software engineering teams has taught me how to create requirements to build solutions and manage customers expectations. Working as consultant and as manager has taught me how to build relationships, coach customers and team members and manage conflict.

I am truly alive when given the opportunity to solve problems in an innovative way. I excel at identifying patterns and process in what would other wise be seen as chaos. I like creating solutions to complex problems and have affected organizational change.

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