



David Kiryo

— HEAD OF MARKET EXPANSION & CUSTOMER SUCCESS

CONTACT

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SKILLS

- Digital Marketing



- Project management



- Data commercialization



- Data-driven strategist



- Business Development



PROFILE SUMMARY

I bring a strong background in customer relations and retention, paired with a high level of ambition and a commitment to excellence. I'm eager to contribute my skills and experience to a role that aligns with my expertise. My passion for continuous improvement drives me to excel in every opportunity and contribute meaningfully to the success of the company.

WORK EXPERIENCE

Crowdmanager

Head of Market Expansion & Customer Success

/ January 2025 – Present

- Lead market expansion strategies and drive growth through strategic business development and new market entries.
- Oversee customer success initiatives, enhancing relationships and optimizing customer journeys to maximize retention.
- Manage cross-functional teams to ensure seamless customer experiences and drive long-term profitability.
- Foster key partnerships to support sustainable growth and establish Crowdmanager as a market leader.

LANGUAGE SKILLS

- Swedish



- English



- Arabic



- Danish



- Norwegian



INTERESTS

Sports

Travelling

Reading

Cooking

Computer games

CERTIFICATES

- Google Business Intelligence Specialization
Sports Marketing - Northwestern University
Google Digital Marketing & E-commerce Professional Certificate

REFERENCES

References can be provided upon request.

Data Talks

Customer Success Manager

/ September 2022 – January 2025

- Specialized in partnering with sports organizations like Crvena Zvezda, PAOK FC, AFC Wimbledon, KK Partizan, Collingwood FC, and Orange County SC (across Europe, Australia, the USA, and the UK) to drive success through enhanced revenue from ticket and merchandise sales, managing 15-20 clients simultaneously.
- Expanded fanbases and maximized engagement by leveraging an advanced Customer Data Platform (CDP), delivering tailored solutions to meet the unique needs of high-profile sports organizations.
- Served as a trusted business advisor, providing strategic insights that enhanced commercial performance in ticketing, merchandise, and sponsorship sales, acting as the primary point of contact for international clients.
- Collaborated with key stakeholders to ensure a seamless customer journey, driving exceptional satisfaction and long-term partnerships, managing accounts with a combined contract value of €1.9M.

Dinamo Tbilisi

First team video Scout (Part-time)

/ January 2023 – June 2023

- Led global scouting for FC Dinamo Tbilisi's senior squad, aligning player profiles with strategic goals.
- Utilized advanced tools and video analysis for in-depth scouting and talent identification.
- Worked closely with Senior and Chief Scouts, delivering weekly reports for strategic decisions.
- Contributed to the club's success by securing top-tier prospects through meticulous scouting.

Ordna Bolån

Team Leader / April 2022 – August 2022

- Led a team of eight at a leading mortgage broking firm, ensuring daily operations aligned with company goals.
- Exceeded targets and drove growth by implementing streamlined work processes to enhance efficiency.
- Fostered a culture of continuous learning, equipping the team with essential skills for success.
- Helped my employees with individual development plans and reaching their KPI's

Ordna Bolån

Senior Mortgage Loan Officer

/ September 2021 – April 2022

- Leveraged extensive industry expertise to secure tailored mortgage solutions for clients, ensuring optimal financial outcomes.
- Developed and maintained strong relationships with financial institutions, facilitating efficient communication and negotiation on behalf of clients.
- Provided expert guidance on complex mortgage processes and compliance regulations, enhancing client understanding and satisfaction throughout the transaction.

Swedbank

Financial Advisor

/ November 2019 – September 2021

- Provided tailored advice to clients on sound bond investments and navigating mortgage applications, enhancing their financial decision-making.
- Employed a strategic, client-focused approach that contributed to local market growth and strengthened client relationships.
- Achieved recognition with the Best Advisor award for outstanding mortgage volume and customer satisfaction.
- Demonstrated a consistent ability to deliver excellent results, prioritizing high levels of client satisfaction and successful financial outcomes.

Bluestep Bank

Junior Mortgage Loan Officer

/ January 2017 – November 2019

- Secured mortgage solutions for clients, guiding them through the mortgage process and enhancing their understanding of available options.
- Supported senior brokers by conducting market research and facilitating effective communication with financial institutions.
- Achieved a key milestone by earning a brokerage license, demonstrating commitment to professional growth and industry compliance.
- Developed a strong foundation in mortgage processes and industry knowledge, contributing to overall team success and enhancing client assistance.

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EDUCATION

Master's degree – Sports Business & Management

Sports Business Institute of Barcelona

/ October 2021 – June 2022