

Thaísa Lima

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Languages: English, Spanish and Portuguese

Employment History

Zyte - Currently

❖ Strategic Customer Success Manager (2024)

Nurturing relationships with key customers to drive expansion and retention, collaborating cross-functionally to ensure client expectations are exceeded.

❖ Technical Account Manager (2022)

Working with Delivery, Product and Sales to ensure a successful onboarding and expansions of Large & Strategic Accounts.

Salesforce (2020/2022)

❖ Associate Success Guide (Customer Success - 2022)

Success Guide specialized in Platform, Mobile and Sales Cloud assisting Tier 1 Accounts in LATAM, Portugal & Spain on their adoption journey.

❖ Success Guide (Customer Success - 2020)

Platform Cloud Lead of the Success Guides Organization in LATAM.

Cognizant (2019)

Programmer Analyst (English, Spanish, Portuguese)

- ❖ Support Agent at Google Authorized Buyers;
- ❖ Google Display & Video 360 platforms.

Keepcon (2018/2019)

Quality Assurance Analyst - Operations

Summary

Salesforce certified professional specialized in Platform 360, Sales Cloud, Mobile Platform, Financial & Health Cloud.

7 years of experience in Tech as QA Analyst, Support Analyst, Programmatic Advertising & Customer Success Manager.

Public Relations and Digital Content Production Specialist with 8 years of Experience in Digital Marketing, Project Management & Institutional Communication.

Education

Accelerate Program, Argentina 2022

Salesforce professional development program for people leaders.

Mujeres en Data Science, Argentina 2019

Specialization in Data Science: Interpretation of databases with emphasis on Python, tools and libraries for machine learning processes.

Codo a Codo - 2018/2019

Programmer Analyst - Programming with emphasis in JAVA

University of Buenos Aires, Argentina 2017/2018

Master Degree - Social Anthropology

Federal University of Amazonas, Brazil 2012/2016

Bachelor Degree - Social Communication with Major in Public Relations

Courses & Certifications

- ❖ Salesforce Administrator, Advanced Administrator & Associate
- ❖ Project Management
- ❖ Executive Production & Organization of Cultural Events
- ❖ Photojournalism in Multimedia Environments
- ❖ Specialization - Content Production in Digital Platform.

Extra Curricular Activities

- ❖ President & Founder: Salesforce BOLDforce (The Black Organization for Leadership & Development)
- ❖ Speaker at the Program "Soy Vocero", Argentina Cibersegura;
- ❖ Coach at the Mentorship Program from Pescar Foundation and Salesforce (2021);
- ❖ Coach and Speaker at the Mentorship Program from Banco Inter and Salesforce (2022);