

# MAARTEN JOHANNES RIDDER

+353 86 369 0829 | maartenj.ridder@gmail.com | Dublin, Ireland  
www.linkedin.com/in/maartenridder1/

## CLIENT SUCCESS LEADER

An accomplished Leader in HR Tech, advertising and servicing through leading Client Success departments, growing and leading them up to 64 FTE. Focuses on nurturing client relationships, fostering revenue growth and developing the operational team who makes this happen. Successfully exceeds retention targets consistently, adapting to a high-paced and ever changing environment through strategic alignment with sales and product leadership. Builds a culture of cross department and international collaboration, where best-in-class service is the cornerstone. Mentors high-performing senior leaders and their teams across multiple regions to secure sustained market growth and client satisfaction. Keeps the core business in sight, encompassing the full client journey using simple solutions, to ensure a qualitative, long-term approach to success for clients and the organisation.

## SKILLS

Change Management | Operational Excellence | People Management & Development | Analytics | Solution Servicing | Operations & Customer Success | Revenue Retention | Stakeholder Management | Business Relationship Management | Client Development

## PROFESSIONAL EXPERIENCE

### INDEED - Dublin

#### **Director, Client Success Next Generation Markets, Dach & Public Sector** Mar 2024 - Jul 2024

Led three Client Success departments, servicing (1) all clients in the Next Generation Markets (IT, ES, PT, NOR, PL), (2) the mid to large clients in the DACH (DE, AT, CH) region and (3) managing the EMEA clients in the Public Sector (governments, law enforcement). Mentored three senior Client Success leaders and partnered with Sales leadership to ensure a qualitative and long term strategy for clients' success, overall revenue retention and revenue growth.

- Facilitated new work processes focusing on preventing churn.
- Managed a culture of international collaboration across teams.
- Ensured best in class service delivery, through end-to-end solutions.
- Constantly focused on change management due to the high paced nature of the business.
- Developed strategies/expectations that adapted to a consistently high paced organization.
- Met/Exceeded revenue targets.

### INDEED - Dublin

#### **Regional Director Client Success**

**Jan 2018 - Mar 2024**

Developed the Benelux Client Success departments in Amsterdam, Brussels and Dublin. Aligned a Go To Market approach with Sales leadership. Managed up to seven leaders who, with their teams, educated clients, ranging from the smallest businesses to largest enterprises, on how to get the most hiring success through Indeed. Ensured client growth, improving the quality of applicants, ROI and increasing a client's overall rate of hire.

- Built, developed and mentored high performing teams across Amsterdam, Brussels and Dublin.
- Approach of solution selling/servicing. Focus on simple solutions.
- Partnered with leadership across the business on developing a Go To Market approach.
- Client relations focused on the full client journey (onboarding, ongoing education and growth).
- Secured the team's success, while working through quarterly company and product changes.
- Headcount planning based on needs, budget and adaptability. Grew the team from 5 to 54 FTE.
- Drove interdepartmental collaboration and broke silos (Sales, Product, Marketing and Strategy), resulting in innovative client solutions.
- Met/Exceeded revenue retention targets

### INDEED - Dublin

#### **Manager, Client Services**

**Jun 2015 - Jan 2018**

Drove three Benelux Client Success teams in Amsterdam, Brussels and Dublin. Educated clients, ranging from small businesses to large enterprises, on the functionalities of Indeed. Ensured growth, improved the quality of applicants, ROI and increased a client's overall rate of hire.

- Developed and mentored three managers, managing all clients in the Benelux market (Small business - Enterprise).
- Responsible for retaining revenue and revenue growth.
- Partnered closely with Sales on client growth and development.
- Responsible for Manager and team development.
- Oversaw client escalations.
- Ensured best in class service delivery, through end-to-end solutions.

#### **INDEED - Dublin**

#### **Senior Client Services Specialist**

**Jan 2014 - Jun 2015**

Managed strategic relationships with key decision makers of the largest clients in the BeNeLux. Partnered with client C level leadership. Retained clients & revenue through problem solving for unique requests, tailoring Indeed's products to match these needs and focus on building long term relationships.

#### **EARLIER CAREER SUMMARY**

INDEED – Dublin - Client Services Specialist

PAYPAL LTD – Dublin - Resolution Agent

Various IC roles In Marketing, Production, Agriculture, Entertainment, Servicing and Sales in The Netherlands/Ireland

Further details to be shared upon request

#### **EDUCATION**

**Commerciële Economie (Business & Marketing)** - Inholland University of Applied Sciences, Alkmaar, NL

**Minor study: Creative industries**, Amsterdam, NL

**Minor study: International Business**, Lahti, FI

**Full Stack Software Development (ongoing)** - Code Institute, Dublin, IE

#### **LANGUAGES**

Dutch (C2), English (C1), German (A2)