

// Summary

With **8 years of experience** in a **Customer Success Management** role across dynamic technology companies, I excel in **strategic thinking**, **analytical problem-solving** and **effective communication**. My expertise spans **software development life cycles**, **open-source**, **project management**, **cloud-based solutions** and **Big Data**. Additionally, I have a deep understanding of **Observability**, **Cybersecurity** and **GenAI** within large organisations. I am fluent in **English**, **Portuguese** and **Spanish**.

// Career History

Elastic - Customer Success Manager - London - (Sep 2022 - May 2024)

Elastic is a search company. As the creators of the Elastic Stack (Elasticsearch, Kibana, Beats, and Logstash), Elastic builds self-managed and SaaS offerings that make data usable in real-time and at scale for use cases like search, logging, APM, metrics, security, business analytics and many more

Key responsibilities and achievements:

- Managed the **customer journey** from start to renewal for accounts worth over **\$8+M ACV**
- Implemented **FinOps practices** to assist Elastic's cloud solution users, driving **optimization** and **value realisation**.
- Crafted **Success Plans**, in alignment with customers, identifying objectives, milestones and criteria, linking **business value** to **technical scenarios**.
- I have developed a **Salesforce reporting** system that elevates **team productivity** and **enriches account insights**..
- I **collaborated** with the Operations team to boost decision-making and efficiency, **developing Tableau dashboards**, establishing **customer health KPIs**, and **implementing real-time alerts via Salesforce and Slack**.
- Achieved **117%** of annual target through strategic planning.
- Responsible for **accurate revenue forecasting** and **identifying risk**, within accounts.
- Holistic management of customer issues, ensuring **swift resolution** and **satisfaction**
- Design the **architecture** and **size** for the **infrastructure** necessary to support **Elasticsearch deployments**.

Hashicorp - Sr Customer Success Manager - London - (Jun 2021 - Sep 2022)

HashiCorp simplifies cloud infrastructure management. Their suite of tools, including Terraform, Vault, and Consul, empowers developers and operators to create and deliver powerful applications efficiently. Widely used by organisations worldwide, HashiCorp enables innovation in the cloud landscape

Key responsibilities and achievements:

- **Managed major Hashicorp accounts** in the EMEA region, and exceeded the **annual target with a 103% achievement**.
- Ensured all accounts had **thorough and current documentation**, enhancing the effectiveness of strategic planning.
- **Introduced new communication channels** between the Support teams, which improved customer relationships.
- **Created Salesforce** framework to help CSMs **track account engagement** and **discover new use-cases**.
- Pioneered **Success Plan** implementation with CSMs, establishing a standard for account management.

Elastic - Customer Success Manager - London (Mar 2019 - Jun 2021)

Paddle.com - Customer Success Manager - London (Feb 2018 - Dec 2018)

GoodBarber - Customer Success Manager -London (Feb 2016 - Feb 2018)

// Education & Certifications

AWS Certified Cloud Practitioner - AWS

Elasticsearch Eng I - Elastic Training

Elasticsearch Eng II - Elastic Training

Kibana Data Analyst - Elastic Training

SQL: Table Transformation - Code Academy

SQL: Analysing Business Metrics - Code Academy

Bachelor's degree, Land Surveying Engineering - University of Algarve

// Languages

English (Advanced)

Portuguese (Native)

Spanish (Advanced)