

Christian Colleter

chris.colleter@gmail.com

+353 83 835 75 36

WORK EXPERIENCE

08/2018 - Present **Google - Temp, staffed by Adecco (Dublin, Ireland)**

(1.5 years)

Support Specialist, gTech Ads – DV360

- Troubleshooting and managing internal escalations for the L2 DV360 support team
- Top performer globally (10 people) for case resolutions, performing at >200% of pod average over 1-year period
- Delivered onboarding and advanced trainings to L1 and L2 DV360 Support teams
- Received >10 Kudos from the GCC Speciality, TPE, Sales and VMO teams ([reference](#))
- Hosting weekly meetings with L1 support teams across regions, sharing product updates, current bugs and troubleshooting tips
- Designed and built a Chrome extension for L1 support teams, returning spend and savviness estimates for individual DV360 customers (displayed when opening a case)
- POC for automation in GCC Speciality EMEA. Created dashboards, tools and SQL queries for ad hoc Management requests

01/2016 - 07/2018

(2.5 years)

Accenture, Inc. (Dublin, Ireland)

Senior Technical Analyst – DV360

- Working with large, complex agencies and clients to provide guidance and technical support on programmatic campaigns
- Record holder on the French Market for both CSAT volume and percentage. 98.7% satisfaction score on 2500+ cases
- Guiding a team of ~20 support agents. Assigning cases, conducting weekly team meetings, validating consults to L2 Support, managing escalations
- 2.5% consult rate to L2 Support (over 2 years), one of the lowest in the team
- Creating documentation and training new members
- Created custom Dashboards and SQL queries for reporting and troubleshooting purposes
- Kudos from Senior Sales, Account Manager, L2 Support & Account Strategist teams

2015

(4 months)

HDRinstant (Montpellier, France) – Internship

Marketing Intern

- Introduced lean startup methods and practices to the company, set baseline conversion rates and tools to measure progress (clicks, feature usage...)
- In charge of SEO/ SEM, conducted digital marketing campaigns and promoted the products online
- Monitored application analytics on an ongoing basis to assess ROI, success of features, support strategic vision and product roadmap

EDUCATION

2013-2015

Master's degree in International Marketing and Management – Top 5% of 118 students

University of Rennes 2, France

2010-2013

Bachelor's degree in Business and Languages

University of Rennes 2, France

SKILLS AND LANGUAGES

Languages:

French: fluent, **English:** fluent, **Spanish:** high proficiency **Russian:** basic knowledge

IT skills:

DV360, CM, SA360, Studio, Google Analytics, Google Ads, Google Tag Manager, Excel, HTML, CSS, SQL, PLX

INTERESTS

Travelling:

Visited 22 different countries over 4 continents

Sports:

4 years of competitive play in Basketball, Football and Chess

Kudos - Honorable mentions

[Pierre-Louis Corteel](#) (Head of Services, Platforms France, Google)

"[...] I can only confirm how Christian has been instrumental in resolving this situation, how proactive and smart he's been. Thank you Christian you saved our relationship with 1000m [the Agency], on top of 2M\$."

[[Link](#) to full text]

[Arnaud Desjardins](#) (Ex - Senior Programmatic Account Strategist, Google)

"[...] Each time my client contacts support (with me cc'd) and I see that Christian is the agent on the case, I know that I don't need to check the case as it is ALWAYS properly taken care of. [...] If Christian were taking all the cases for my clients, it would save me at least 4 hours per week. Christian is the best support agent I have dealt with (globally and across vendor and Google teams). Last but not least, he is not only good at knowing in and out DBM, but he is also very good at explaining things in a simple way to help clients solve their issues."

[[Link](#) to full text]

[Raul Marengo](#) (Technical Product Expert, DCM, Google)

"[...] I wanted to give Christian an email-based Kudos for today's work [...]. Very impressed with the technical depth of the analysis and the conclusions obtained. Awesome work!"

[[Link](#) to full text]

[Mikel Aguirrebengoa](#) (Support Specialist - Platforms, Google)

"[...] Christian has a great predisposition for assisting other colleagues answering all types of questions and solving doubts, even during extremely busy times. He is constantly ready to share his knowledge, exemplified by the two Data Transfer and Gsutil training sessions he has organized and delivered this month. Thank you Christian for your contribution to the team! You are really making a difference for us."

[[Link](#) to full text]