



GOITIA, JUAN

CUSTOMER SUCCESS MANAGER

OBJECTIVE

To acquire experience in new teams and working environments, assuming new challenges using my language skills.

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EXPERIENCE

MicroStrategy (Aug 2022- Mar 2023)

Cloud Technical Account Manager

- Onboard, support, and interface with MicroStrategy Cloud Environment (MCE) customers.
- Collaborate with customers and internal resources to upgrade, migrate, operate, and grow customers on the MCE Platform.
- Assess and resolve all high priority project risks as they are encountered.
- Create processes and policies that work toward continually improving customer satisfaction, revenue growth, and employee morale.
- Assess customer requirements to ensure customer environments are appropriately sized to their business needs.
- Provide periodic customer status summaries, and project progress reports.
- Facilitate all operational checkpoint activities throughout the lifecycle of projects.
- Continually update relevant business stakeholder of project status.

Expereo (Apr-2018 – Aug 2022)

Customer Success Manager

- Constant communication for the customer's services maintenance.
- Periodic Service Reviews to evaluate the services, selling new ones or upgrading the ones already installed.
- In charge of incrementing the customer's fidelity.

Sales Support Representative (SSR)

- Quoting & Selling of Dedicated Internet Services, Broadband & Cisco Equipment to direct customers and Channel Partners.
- Direct contact with customers at a global stage with high visibility.
- Participated in negotiations for relevant projects with accounts such as AT&T, Metalsa, Axtel, Claro, Barker, Arcos Dorados (Mc Donalds Argentina), Centurylink, Arcor, Etc.

Freelancer.com (Ap-2017 – Sep-17)

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Contact Agent at Freelancer.com

- Customer services for Spanish, English, Portuguese, and German speaking users of the Freelancer.com Platform.
- Mediator between users in dispute cases in the platform.

SAP (Aug-2013 – Apr-2016)

Finance Operation Assistant

- Class and SAP certification booking of employees of big customers.
- Billing of different customers at the end of the month and during Quarter closing periods.
- Training for newcomers in the Education team.
- Revision and update of procedure manuals every six months.

EDUCATION

UADE, Buenos Aires (2015)

International Politics Degree

Egg Cooperation (2023)

QA Testing Certificate (in progress)

COMMUNICATION

Professional with a trilingual background, I am experienced in working with international environments that imply an intercultural exchange, customer services and resolution of conflicts and controversies. I have always been able to integrate in diverse working teams and also have shown to be keen on developing respectful relationships with my coworkers.

LANGUAGES SKILLS

- English: Oral, Written & Spoken (bilingual)
- German: Advanced Level
- Portuguese: Oral, Written & Spoken (bilingual)