

OVERVIEW

Experienced Account Executive with an extensive history of Sales and Customer Relationship. Looking for a new challenging position as Account Manager / Customer Success Manager in Israel.

EXPERIENCE ThriveDX SaaS

2022 - 2023

Customer Success and
Account Manager

- Client relationship --> +10 global customers (Europe, LATAM and Canada). C-Level relationship and Trusted Advisor, Presentations and QBRs, Contract Management, Onboarding, Cross sale, Up sale, Retention and Renewals, Issues Mgmt. And Escalations
- Business Development --> Market analysis, Cold-Calls, Lead Generation and Events
- Sales --> Responsible for full sales cycle, RFP/RFI, POCs, Contract Mngrt. (New contracts, NDAs and Renewals)
- Stakeholders Mngrt. --> Interface with Legal, Finance and Product Dept.

eToro

2020 - 2022

Account Manager

- Client relationship --> +USD 20 MM of assets under management and +800 customers from the Spanish Region customers (Iberia and LATAM).
- Up-Sale, Cross-Sale, Retention and internal QBRs, Issues Mgmt. and Escalations, CRM administration
- Business Development --> New partner identification

Accenture

2004 - 2019

Senior Manager - Senior Sales
& Customer Relationship

- Sales --> Originating (presales), RFI/RFP/POCs, manage sales pipeline, pricing, commercial and financial models, and contracting. Client presentations and commercial events.
- Project Mngrt. --> PMO, Team Lead, Forecasting and QBRs.
- Customer relationship --> C-Level relationship and trusted advisor. Manage portfolio of +20 project at +10 clients. Contract management, renewals, upsell, cross-sell, expansions and retention.
- Internal stakeholder's management --> Interfaces with finance, HR, legal and procurement departments.

Petrobras Distribuidora

2001 - 2004

Logistics Coordinator

White Martins

1998 - 2001

Financial Analyst

EDUCATION UFRJ – Federal University of Rio de Janeiro

1995- 1999

B.Sc. in Mechanical Engineering

IBMEC – Brazilian Capital Markets Institute

2000 - 2002

MBA in Corporate Finance

LANGUAGES English – Fluent

Spanish – Fluent

Portuguese – Fluent (Native)

Hebrew – Improving

SKILLS

Sales and Account Management / Customer Success / Client Relationship / QBR & Client Presentation / SaaS / Project & Program Mgmt. / Consulting & Process Design / Analytics & Reporting / Contract Mgmt. / Sales Force & HubSpot / Jira & Asana / MS-Office (Excel, Word, PowerPoint) / ERP / Finance & Fintech