

Raphaël Sirvent

Senior Technical Account Manager

<https://www.linkedin.com/in/raphael-sirvent> | <https://github.com/ralphieninfo> | <https://raphaelsirvent.com>

QUALIFICATION SUMMARY

Results-driven Senior Technical Account Manager with 8+ years of experience managing SMB and Enterprise accounts across SaaS and Cloud in both technical and commercial roles. Hands-on expertise with scalable cloud and AI solutions, retaining and growing recurring revenue, and aligning technical strategies with business objectives. Bilingual in French and English.

CERTIFICATIONS AWS AI Practitioner | GitHub Foundations | Hugging Face AI Agents Fundamentals | Oracle OCI Generative AI Professional | GCP Associate Cloud Engineer | AWS Cloud Practitioner | GCP Digital Leader | CKA In Progress

KEY SKILLS

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|-------------------------------|------------------------|--------------------------------|
| ✓ Cloud and AI Expertise | ✓ CI/CD | ✓ Cloud (Azure, AWS, GCP, DO) |
| ✓ Enterprise Customer Success | ✓ Serverless Cloud | ✓ SQL, Python, Looker, Tableau |
| ✓ Contract Renewal Management | ✓ DNS, CDN, Networking | ✓ CRM (Salesforce, Gainsight) |

RELEVANT PROFESSIONAL EXPERIENCE

DigitalOcean

Senior Technical Account Manager

February 2024 - Present

- Own the technical relationship for 50+ accounts with an ARR of \$25 million through proactive escalation resolution, strategic product alignment, targeted adoption initiatives, and deepening executive relationships
- Align and optimize cloud and AI solutions to meet customers' strategic business objectives across a wide portfolio of products
- Collaborate with Product and Engineering teams to identify critical feature gaps, directly influencing roadmap priorities and accelerating delivery timelines by driving product capability requests
- Named Top TAM Performer (Q1 2025) for demonstrating cross-functional leadership to retain a top 50 customer

Senior Customer Success Manager

September 2023 - January 2024

- Owned commercial relationships for key accounts, achieving 101% Net Dollar Retention and driving \$500K in upsells in Q4 2024
- Drove strategic QBRs and contract renewals while proactively mitigating churn risk by aligning customer goals with tailored commercial and technical solutions
- Two-time recipient of the Revenue Operations Culture Award (Q1 & Q3 2024) for demonstrating collaborative, high-performance values

Customer Success Manager

November 2022 - August 2023

- Led post-sales and PLG customer journeys for 40+ accounts with an ARR of \$15 million, proactively driving adoption and identifying product expansion opportunities
- Developed strategic success plans resulting in customer advocacy, directly contributing to multiple case studies on DigitalOcean's official channels
- Facilitated cross-functional collaboration with executives, Product, and Engineering teams to prioritize customer-driven enhancements in the product roadmap.

Block (Square)

Customer Success Manager

September 2017- January 2020

- Early member of the French Customer Success team, optimizing SOP, workflows, increased cohort CSAT by nearly 20%
- Reduced cohort churn by over 10%, safeguarding approximately \$1.2 million in GPV through proactive escalation management and complex issue troubleshooting on the Seller platform

EDUCATION

Master of Business Administration - San Francisco State University (2020-2022)

Bachelor's Degree in International Relations - San Francisco State University (2012 - 2016)

Bachelor's Degree in French - San Francisco State University (2012 - 2016)