


👤 02/10/1995 🇬🇧 British & Finnish Citizenship  Spain


Profile

I'm an experienced customer success, account management and business development professional with a proven track record of delivering exceptional customer experiences, driving new business adoption and ensuring ROI in the tech & SaaS space. My objective is to continue developing my skillset and contribute to a company's success as a customer success executive. I am enthused and driven by building strong relationships, ensuring customer satisfaction, and driving business growth through effective, persuasive communication and problem-solving. I am excited to bring my experience, drive and dedication to a dynamic CS team.

Work experience

📅 09/2022 – 07/2023
📍 OURENSE, GALICIA, SPAIN

Profesor de Ingles Colegio Guillelme Brown

- Developed and implemented engaging lesson plans for students of varying language proficiency levels, resulting in significant improvement in students' listening, speaking, reading and writing skills.
- Experienced in teaching Cambridge and Trinity English language assessment curriculum and examination preparation
- Coordinated and conducted extra-curricular activities, including speech and debate competitions, to enhance students' confidence and communication skills.
- Established and maintained positive relationships with parents, guardians, and colleagues, through effective communication and regular meetings, resulting in increased parent involvement and support.
- Conducted regular assessments and evaluations of student's progress, and adapted teaching methods to meet individual student needs, resulting in an overall average improvement of 20% in students' test scores Year on Year.
- Responsible for safeguarding and pastoral care of a wide range of students, from infantiles/kindergarten/reception through primary to secondary/ESO grade students (4 - 18 years old).

Work experience

📅 2022 – 2023 📍 LONDON, UNITED KINGDOM

Customer Success Champion Proportunity

- Championed success for customers by promoting retention strategies and identifying opportunities for growth.
- Led and organized customer success team to achieve high customer satisfaction ratings.
- Successfully cultivated relationships with customers to guarantee their loyalty and satisfaction.
- Drove customer health and satisfaction by reducing churn and increasing adoption.
- Grew customer relationships by providing world-class customer service.
- Defined and communicated customer success metrics to senior leadership.
- Led customer success initiatives that increased customer satisfaction metrics.

📅 2021 – 2022 📍 REMOTE, UNITED KINGDOM

Researcher & Copywriter Profoundly Studio

- Conducted extensive research on a broad variety of topics and potential markets for innovative products and services.
- Wrote compelling copy and produced executive summaries and full business plans that engaged investors and the UK government (The Home Office) and convinced them to invest in and approve start-up visas for early stage start-ups.
- Created detailed reports that summarized findings and made business strategy recommendations.
- Presented findings to clients and ran workshops.
- Created, evolved and curated brand voice.
- Developed web content marketing strategy.
- Responsible for producing clear, cohesive, concise, and effective copy for campaigns across print and digital channels to increase member engagement, branding recognition and market penetration goals.
- Worked daily with graphic designers to formulate marketing concepts.

📅 2020 – 2021 📍 LONDON, UNITED KINGDOM

User Experience & Voice of Customer Consultant Usabilla by SurveyMonkey

- Responsible for business development and

Work experience

existing account management renewal in UK markets.

- consistently hit or exceeded sales revenue and renewal targets and grew the UK base of enterprise software license revenue.
- Hosted, produced and produced materials for webinars and in-person event demos on a weekly basis.
- collaborated with marketing teams to develop incisive and persuasive marketing copy and campaigns.

📅 2019 – 2020 📍 LONDON, UNITED KINGDOM

Field Sales Manager Media 10

- Responsible for business development and account management.
- managed advertising revenue across a portfolio of three B2B publications (both print & online magazines) in the architecture and design space.
- Worked closely with the editorial team to shape coverage and represent the business at industry events both in-person and online.

📅 2018 – 2019 📍 LONDON, UNITED KINGDOM

Sales account executive Kallanish Commodities

- Responsible for new and existing business development and increasing the subscription base of a suite of information products, industry news coverage and global commodities pricing data. Consistently met or exceeded sales targets and KPIs.
- Produced and hosted a key industry Oil and Gas conference in Pennsylvania, USA within my first 6 months.
- worked closely with the editorial team to collect and represent the voice of customer insights from commodities industry professionals and shape news coverage and pricing data products.

Education

📅 2016 – 2018 📍 NORWICH, UNITED KINGDOM

Bachelor of the Arts | English Literature BA 2:1 University of East Anglia

📅 2011 – 2016 📍 CANTERBURY, UNITED KINGDOM

A-level, AS -level & IGCSE The King's School Canterbury

4 A-Levels: A*, A, A, B. 5 AS Levels: A*, A*, A, B, B. 10 IGCSE: 3 A*, 4 A, 2 B, 1 C.

📅 2020 – 2020 📍 REMOTE

English Language Teaching | 120-hour Professional English Teaching Certification TEFL Academy

Education

Pass with distinction (92%)