

Tatiana Munteanu



Senior Account Manager | Crypto & FinTech | B2B |Token Listing | OTC | Card processing | KYB |

🌐 Open to Global Roles

Bucharest, Romania & Chişinău, Moldova | EU Citizenship

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Professional Summary

Senior Account Manager with over 7 years of experience in the crypto and blockchain sector, combining client success, business development, token listing expertise, OTC deals, and card processing.

Comfortable and effective in remote communication with B2B partners and customers, smooth KYC/KYB onboarding, navigating complex ecosystems involving crypto exchanges and payment industries.

Multilingual, organized, and results-oriented with a proven track record of successful exchange listings, able to grow accounts, build and maintain long-term relationships, collaborate with cross-functional teams. Recently worked with companies like Paylinkio card processing payment provider and Emirex crypto exchange. I'm passionate about strategic growth, client success, continuous learning and travelling to professional events.

Core Competencies

Hard Skills:

- Crypto Token Listing & Partnerships.
- Onboarding, KYB/KYC Compliance (SumSub).
- Strong attention to detail and proficiency in cross-checking information using open online sources.
- Client Support (Telegram, Email etc.).
- B2B Sales & Communication.
- Contractual terms negotiation.
- Contract Drafting (NDAs, Listing Agreements, Card Processing Service Agreements, OTC Agreements, Transport Service Agreements).
- CRM Tools (HubSpot, Bitrix24, ClickUp, Trello, BaseCamp).
- OTC Deals Coordination.
- Remote B2B Sales & Upselling (MM, customized blockchain integrations, zero-fee account, OTC).
- FTD/STD payment solutions, Open Banking, SEPA etc.).
- Commercial Offer & Invoice Creation.

Soft Skills:

- Building and maintaining customers relationships.
- Multilingual communication (EN, RU, RO, basic DE/PL/ES).
- Analytical & fast learner.
- Self-motivated & proactive.
- Deadline-oriented & responsible.
- Helpful and empathetic client handling.
- Creative problem solver.
- Team collaboration & cross-team coordination.
- Flexible and adoptive.

Project Portfolio Remote

Crypto & FinTech



Paylinkio, Payment Service Provider (PSP) card processing

<https://portal.paylinkio.com>

Lead Account Manager
06/2023 – 04/2025

- Manage high-value international crypto and fintech merchants.
- Build and maintain strong long-lasting relationships with current B2B clients being their first point of contact.
- Identify opportunities to optimize account performance, including AR and other key metrics.
- Negotiate referral agreements, bring in new clients under these agreements, and secure beneficial discounts.
- Develop and execute account growth plans in line with company goals and objectives.
- Explore new directions, solutions, features, and channels to enhance partnerships.
- Monitor progress and performance of merchants' accounts.
- Collaborate cross-functionally with BizDev, Tech, Finance, Compliance, and IT teams.
- Develop and present tailored commercial offers and solutions.
- Ensure smooth onboarding via KYC/KYB process via SumSub.



Emirex and OmniX crypto exchanges

<https://emirex.com/>

<https://omnix.exchange/>

Lead Account Manager
03/2022–04/2025

- Building and maintaining strong long-lasting relationships with clients.
- Overseeing token listing processes **for 20+ projects** on the exchange, including onboarding, technical integration, marketing campaign, coordinating with blockchain project teams, e.g.:

| | |
|--------------|------------------|
| KAU | Kinesis Gold |
| KAG | Kinesis Silver |
| VNXAU | VNX Gold |
| VEUR | VNX Euro |
| VCHF | VNX Swiss Franc |
| LLD | Liberland Dollar |
| REV | Revain Token |

and others.



- Supporting both early-stage and established projects, ensuring smooth launches and maintaining compliance with exchange requirements.
- Upselling of MM (market making), zero-fee account service, integration of customized blockchain.
- OTC deals negotiation with HNWI's and B2B clients.
- Client onboarding accompanying.
- Developing and delivering strategic sales plans focused on long-term customer success and business growth.
- Creating and managing cross-team communications (Sales, Finance, IT, AML, Operations, Marketing).
- Attracting crypto clients for OTC deals in MENA and Europe.
- Drafting Offers and Agreements.



Revain review blockchain platform

<https://revain.org/>

Account Manager
08/2017–11/2021

- Attracting and onboarding projects to Revain blockchain review platform.
- REV token available on ERC-20 (Ethereum), TRC-20 (Tron), and BEP-20 (Binance Smart Chain) networks.
- Negotiating and overseeing token listings with the crypto exchanges, blockchain aggregators and crypto wallets:
 - Listing REV token on **+20 exchanges**, including Bittrex Global, OKX, BitMart, ProBit, Digifinex, Indodax, P2PB2B, STEX, and others.
 - Building and maintaining long-term partnerships with major crypto aggregators (CMC, Coingecko, Cryptocompare, Coinlore, Coincheckup, Coinlib, WorldcoinIndex, Coinpaprika etc.
 - Integration with crypto wallets as MetaMask, Ledger, Freewallet etc.

Project Portfolio Offline

Transport and logistics



Logistics Manager (2006 – 2017):

- Adenosar SRL, International Freight Carrier (2014 – 2017)
- **DSV** Transort, International Freight Forwarder (2009 – 2014)
- Artemisdat SRL, international transport carrier (2006 – 2009)
 - B2B communication for cargo shipments.
 - Searching for cargo/leads for import and export.
 - Negotiating with clients.
 - Signing transportation orders and concluding contracts.
 - Shipment monitoring and coordination.
 - Issues Solving (shipment delay, cargo damage, customs & documentation issues, lost cargo etc.).
 - Invoicing and logistics documentation.

<https://adenosar.com/en/>

<https://www.dsv.com/>

Key Achievements

Created and Implemented Standard Operating Procedures (SOPs):

- Developed and implemented **SOP for payment solution integration**, ensuring seamless integration across platforms.
- Established **SOP for Know Your Business (KYB)** procedures, ensuring compliance with legal and financial regulations.
- Formulated **SOP for Over-the-Counter (OTC) deals**, optimizing transaction processes and improving client satisfaction.

Optimized Client Onboarding Process:

- **Reduced onboarding time** for clients on platforms from 14 days to just 2 days, enhancing operational efficiency and boosting client satisfaction.
 - **Increased project launch speed** and reduced time-to-market.
 - **Signed 50+ Listing and OTC agreements**, leading to expanded client services and revenue, expanding the B2B portfolio.
 - Managed **over 30+ institutional clients simultaneously** through efficient Telegram and CRM communication.
 - Successfully **listed REV token on 20+ exchanges** including Bittrex, KuCoin, BitMart, IDEX, and OKX (many for free).
 - Provided personal **support for 20+ projects during the listing process** on emirex.com exchange: from preliminary preparation to post-listing support, including technical and marketing coordination.
 - Successfully **coordinated the listing of tokens** for the most high-profile partner/account on Emirex exchange, including comprehensive onboarding of the client to ensure smooth preparation and compliance.
 - **Led joint marketing campaigns** with the partner's marketing team, collaboratively crafting announcement content and promotional materials that effectively communicated the project's value and token utility.
 - Supported ongoing customer success initiatives by facilitating seamless collaboration between operations, finance, sales, and marketing teams, resulting in enhanced user experience and stronger partner relationships.
 - **Accompanied to integrate a stable coin based on EUR as a payment currency** solution in a low-risk payin widget, enabling automatic EUR-to-crypto conversion, which improved customer satisfaction and platform adoption.
 - Attention to detail and initiative: **identified an error** in a sales manager's contract and initiated the upsell of a native token integration service, which increased the value of the deal and generated additional revenue.
 - Experience teaching English at Skyeng, the largest EdTech company in Eastern Europe. Enjoy teaching and am able to adapt the material to the students, which is confirmed by their significant progress: some have gone from Beginner to Intermediate level.
 - Worked for 10 years in **transportation logistics** across three different companies, including **DSV**, a global leader in freight forwarding and logistics services. During a complex geopolitical situation, successfully redirected freight flows from the Polish route to the Baltic route, exceeding transport targets by 25%.
 - **Personal milestone**: In 2017, made a **full career pivot from offline** work to remote, switching industries from transportation and logistics **to blockchain and fintech**, where I have been thriving for over 8 years.
- Studying Spanish and Italian through Duolingo for **900+ days** without interruption, which reflects discipline, perseverance, and desire for continuous development.

Courses & Certifications

- Effective Communication and Teamwork - Soft skills - Proskilling platform, IT Planet Certificate (2025), [Certificate Effective Communication and Teamwork](#)
- Career Plan for a Long Life – Proskilling platform, IT Planet Certificate (2025), [Certificate Career Plan](#)
- Get started using Google Analytics – Skillshop Certificate (2025), [Certificate Google Analytics](#)
- IT Fundamentals: Orange Digital Center, [Certificate IT Fundamentals](#) (2025).
- Fundamentals of Business Intelligence – Hard Skills: Proskilling platform, IT Planet (2025), [Certificate Fundamentals BI](#)
- Influencing and persuasion - Soft skills – Proskilling platform, IT Planet (In progress).
- Modern Excel Tools – Proskilling platform, IT Planet (In progress).
- Monetization: How to Save and Increase Income – Investfuture (2023).
- RD2 Course: Remote Work Fundamentals – Certificate (2017).

Books & Audiobooks:

- The 7 Habits of Highly Effective People – Stephen Covey
- The Richest Man in Babylon – George S. Clason
- Rich Dad Poor Dad – Robert Kiyosaki
- The Intelligent Investor – Benjamin Graham (Audiobook)
- Think and Grow Rich – Napoleon Hill (Audiobook)

Education

Academy of Economic Studies of Moldova (ASEM) – 1997–2003

Bachelor Degree: *International Economic Relations. Interpreter.*

Languages of Study: English & Romanian.

Relevant courses: International Marketing, Commerce, Finance, Business Negotiations, Management etc.

Languages

- English – fluent
- Russian – fluent
- Romanian – fluent
- Spanish – A2.2, level B1 in progress
- German - with dictionary
- Italian – in progress
- Polish - basic

Tech Stack & Tools

- CRM: ClickUp, HubSpot, Basecamp, Bitrix24, Trello.
- Communication: Telegram, Zoom, Google Meet, Google Mail, Slack.
- AI Tools: ChatGPT, Gemini, grammar/spelling enhancers.
- Office: MS Office Suite, Google Workspace.
- Business Intelligence Tools: Power BI.
- Platforms: CoinMarketCap, CoinGecko, SumSub, Emirex, Revain, Paylinkio, DEX/CMC forms.

Gratitude from employers and customers

- [Revain Gratitude](#)
- [Safe Haven Gratitude](#)