Volney Koudsi Faustini

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📍 Alicante
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TOOLS

HTML, CSS

JavaScript (ES6)

Node / React JS / Freemarker

MongoDB / SQL

Others: Excel / Macro-VBA

EDUCATION

2021
Bootcamp Full Stack Web Developement
Ironhack São Paulo

2016
Post-Graduation - International Business Management
BSP Business School

2014
Bachelor of Engineering (Materials)
Universidade Prebiteriana Mackenzie - SP/Brasil

SKILLS

Problem Solver
Critical Thinking
Communication
Owner

PROFILE INFO

Hard-working combined with analytical thinking and long-term background experience in different areas and positions from sales, customer relationship and technical support. High automation skills and ability to visualize macro scenarios and previsions. Always collaborating at the organization whom I'm working with, aiming a way that processes and workflow stays clear and practical.

WORK EXPERIENCE

Oct-2022 - present
Twilio-Segment
Technical Account Manager - TAM

Consistent point of contact for key accounts. Addressing customer queries, issues and possible bugs. Deep understanding of Segment's product, its integration partners, and ability to troubleshoot across different code languages. Advocate for features and improvements, provide customer feedback to Eng. teams. Cross-functional collaboration with various teams. Understanding customer trends and patterns, driving betterments to enhance the overall process.

2021 - 2022
OneTrust
Technical Implementation Consultant

Onboarding customers, integrating, deploying and validating their configuration. Engaging trainings, workshops and support sessions, ensuring client satisfaction and adoption of the product. Specialist with API and Integrations, dealing with several third-party platforms, html/css/js coding and complex logic solutions.

2018 - 2021
FOSS
Customer Success Manager

Leader of after-sales department, focused on service contracts, renewals, inside sales, automation tools development and digital business implementation. Regular business meetings with customers and sales team (offsite), providing insights and gathering reviews for analysis and future improvements.

LANGUAGES

English
Portuguese
Italian
Spanish