

SABINE MARI

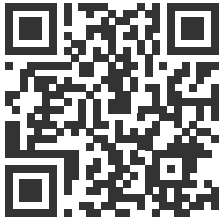
Experienced SaaS Customer Service Professional

✉ hello@cvonline.me

☎ +44 011-117-1267-555

📍 Bristol, UK

PROFILE



I am an experienced bilingual Customer Services Representative with over 12 years of experience providing customer service in B2C and B2B in retail, e-commerce, and SaaS industries. I am highly committed to building customer relationships through meaningful communications, driving client satisfaction while boosting sales. Throughout my experience in customer care and sales positions, I have developed skills to quickly identify customer needs, allowing me to provide the right message and help, adapting my tone to build customer trust and provide the right upselling opportunities. Throughout my extensive experience in customer services and sales roles, I have also developed strong multi-tasking and team management skills. I am a SaaS passionate, therefore, I am seeking a customer success position in a fast-growing SaaS company.

WORK EXPERIENCE

08/2018 - 05/2022

B2B Customer Success Manager | Hiragana Booking Engine, London

Hiragana is one of the UK's leading hotel booking engines, providing seamlessly booking experiences to 1200+ hotels on 5 continents. Leading a team of 4 customer success agents, I joined the company as the first Customer Success Manager to create processes ensuring customer satisfaction in every single step of the customer experience from lead to trial to paying customers to long-term loyal partnerships and beyond. At Hiragana, my main tasks are:

- Along with all customer success agent, I regularly deal with incoming customer requests
- Establishing a customer interaction review process to constantly spot new opportunities in conversations with customers.
- Implementing CRM workflows with SALESmanago and trained customer success agents to effectively use it to track and resolve issues, provide customer feedback, and reach out to customers to provide help and tips, even before they know they need it
- Build automated client and lead outreach to make sure they feel we are here to help them
- Propose a rewards program to incentivize service cross-selling
- Coordinate with the inbound marketing team the publication of new knowledge base articles

07/2016 - 08/2018

B2C Customer Support Agent | Simple Real Estate, Manchester

360° SaaS marketing platform helping individual homeowners navigate property sales and/or rentals. I joined an early-stage customer support team of 5 and left a highly efficient CRM team with more than 20 agents providing assistance to more than 30K paying customers across more than 220 real estate markets in the UK, the US, Australia, the EU, and northern Africa.

- Deal with incoming customer requests ensuring effective guidance and prompt issue resolution
- Constant follow-up with clients with open support tickets and stakeholders avoiding client frustration and escalation to complaints and unhappy customers.
- Conduct periodic client outreach to ensure customer satisfaction and feedback
- Contribute to building some of the company's official customer service procedures

Besides exceeding KPI goals, my biggest achievement was the constant recognition of teammates across different teams including the product and engineering, which I helped, providing constant client feedback resulting in the adoption of more than 20 new features in production.

02/2013 - 06/2016

Customer Care Representative | OVH, Dublin

OVH is Europe's largest cloud services provider. I provided online customer service for a wide range of services targeted to ensure an excellent online presence to individual customers and SMEs in the EU market. I started providing call support for the French Speaking market but soon moved to a cross-channel team providing French & English customer services to clients in 30+ Countries. My tasks were:

- Provide call, chat, and email support to 1.6M customers using a powerful CRM
- Spot cross-selling and upselling opportunities providing thoughtful recommendations
- Mitigate customer complaints and create feedback reports for product managers
- Review interaction reports with the client success manager to spot opportunities to improve
- Assist in the CRM migration to comply with the GDPR in all cross-channel client interactions

While at OVH, the following achievements made me especially proud:

- I consistently exceeded my sale goals by 50%YoY, always reaching the bonus
- I was offered the Customer Care Area Manager position

01/2009 - 12/2012

In-store Customer service assistant | Fnac, La Défense, Paris

As a part of a team of 20 customer care agents, reporting to the store customer service manager, I provided assistance to store customers in a store with over €18M in monthly revenue. My key responsibilities were:

- Provide guidance and processing returns and refunds on applicable goods and purchases
- Provide assistance with vouchers, gift cards, and credit management
- Deliver store pick ups for e-commerce clients providing cross-selling and upselling

I took part in more than 7 mystery shopping campaigns and I always exceeded company expectations for excellent in-store customer service as a key differentiator from competitors.

FORMAL EDUCATION

09/2007 - 06/2011

International Business Administration | ILCI Business School

Grade 16.9 (Upper Second GPA 3.82)

CUSTOMER SERVICES AND AUTOMATION SOFTWARE

CRM + Automation tools - Salesforce, Hubspot and SALESManago

Ticketing System - Zendesk, JIRA, ZohoSesk and Streak

Chat & other automation tools Chaskiq, Intercom, tawk.to, Livechat, Olark and LiveAgent

RECENT COURSES AND AWARDED CERTIFICATES

Salesforce Certified Administrator - Trailhead Academy - 2021

Marketing Automation Certificate - Sales Manago - 2021

Win Workplace Negotiations - Chris Voss Masterclass - 2020