

DIDIER MORTIER

Customer Success Manager | Team Lead | Account Management | SaaS & Cloud

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PROFESSIONAL SUMMARY

Customer Success, Account Management, and Operations professional with 10+ years of experience across SaaS, cloud solutions, e-commerce, and customer operations. Strong track record in customer retention, renewals, account growth, team leadership, and cross-functional collaboration in international environments. Experienced in managing strategic client relationships, improving post-sales processes, coaching teams, and supporting business growth through a customer-centric and data-driven approach. Well positioned for internal leadership roles such as Team Lead, Customer Success Lead, or Operations Manager. Fluent in Dutch, English, and Spanish, with working proficiency in French.

CORE COMPETENCIES

Customer Success Management | Account Management | Team Leadership & Coaching | Renewals & Churn Prevention | Upselling & Cross-Selling | Customer Retention | KPI Monitoring & Performance Management | Post-Sales Operations | Cross-Functional Collaboration | Process Improvement | SaaS & Cloud Solutions | Stakeholder Management

PROFESSIONAL EXPERIENCE

Senior Account Manager

OpenProvider | 08/2025 – Present

- Manage key client relationships with a focus on retention, account development, and long-term customer value.
- Identify upsell and cross-sell opportunities across a portfolio of enterprise and reseller clients.
- Partner with internal teams to align customer needs with privacy-focused digital infrastructure solutions.
- Represent the company in client meetings and industry events.

Customer Success Manager, Benelux

Ingram Micro Cloud | 05/2022 – 07/2025

- Managed a Benelux customer portfolio representing approximately €35 million in ARR.
- Owned subscription renewals and proactively addressed churn risks to strengthen customer retention.
- Consistently achieved 101–110% of quarterly targets through renewals and upsell performance.
- Guided customers through implementation and adoption of the Xvantage platform.
- Served as the main point of contact for customer inquiries, ensuring timely resolution and high service quality.
- Supported customers throughout the lifecycle with a focus on engagement, adoption, and satisfaction.

Investigation Specialist, Benelux

Amazon | 06/2021 – 04/2022

- Investigated suspicious merchant activity to mitigate operational and commercial risk.
- Reviewed account behavior, escalated high-risk cases, and supported marketplace integrity.
- Applied internal policies and procedures to protect customers and the business.

Sales & Post-Sales Team Manager

HP Store | 09/2019 – 03/2021

- Led a sales and post-sales team serving the Dutch market.
- Reported on sales activity, operational performance, and team results to senior management.
- Developed strategies to generate new business opportunities and improve team effectiveness.
- Monitored weekly, monthly, and quarterly KPIs to support performance management.
- Recruited, onboarded, and coached team members.

Senior Team Manager

Google Workspace | 06/2017 – 08/2019

- Managed team performance and KPI delivery in support of operational goals.
- Analyzed workflows and internal data to improve processes and team efficiency.
- Participated in client business reviews and contributed to service delivery improvements.
- Led and coached multilingual teams to achieve performance expectations.

Subject-Matter Expert, Collaboration

Google Workspace | 06/2016 – 06/2017

- Served as a subject-matter expert on collaboration tools and customer support processes.
- Supported team members with product expertise, issue resolution, and best practices.
- Helped maintain service quality through ongoing operational guidance.

Service & Support Representative

Google Workspace | 07/2015 – 05/2016

- Assisted customers with product- and service-related issues across multiple communication channels.
- Delivered a high-quality support experience while building strong troubleshooting and service delivery skills.

Insurance Sales Representative

ERGO Belgium | 01/2014 – 07/2015

- Built client relationships and advised customers on insurance products.
- Identified sales opportunities and supported customers through the decision-making process.

Project Manager, Construction

Instal Verheyden BVBA | 04/2013 – 07/2015

- Coordinated construction projects and supported smooth execution of operational activities.
- Managed planning, stakeholder communication, and project follow-up.

EDUCATION

Applied Architecture

Howest – Bruges, Belgium | 2012

Architecture

AP Antwerp – Antwerp, Belgium | 2010

CERTIFICATIONS

- Microsoft Certified: Azure Fundamentals | Microsoft | 11/2023
- Microsoft 365 Certified: Fundamentals | Microsoft | 03/2025
- AWS Partner: Cloud Economics Accreditation | Amazon Web Services | 05/2022
- AWS Partner: Accreditation (Business) | Amazon Web Services | 05/2022
- Management Intensive Course | Webhelp | 02/2018

LANGUAGES

Dutch: C2 | English: C2 | Spanish: B2 | French: B1