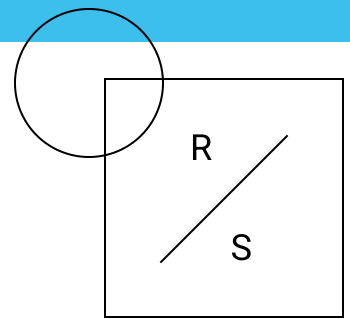


Raphaël

Sirvent



+ Personal Information

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+ Profile

Senior Technical Account Manager with 8+ years in SaaS, cloud infrastructure, frontend web development, and AI/ML. Trusted advisor to enterprise and SMB customers, delivering distributed architectures, API integrations, and identity solutions that accelerate adoption and business outcomes. Proven track record driving technical strategy and revenue growth across engineering, product, and customer success teams. Bilingual in French and English.

+ EDUCATION

📅 2020 – 2022
San Francisco State University
Master of Business Administration

📅 2012 – 2016
San Francisco State University
Bachelor's Degree in International Relations

📅 2012 – 2016
San Francisco State University
Bachelor's Degree in French

+ CERTIFICATIONS

AWS AI Practitioner | AWS Cloud Practitioner | GCP Digital Leader | GCP Associate Cloud Engineer | GitHub Foundations | Hugging Face AI Agents | Oracle Generative AI Professional

+ Core Skills

Cloud Infrastructure: AWS, GCP, Azure, DigitalOcean, Oracle Cloud
Application & Data: SQL, Python, Looker, Tableau
Generative AI & ML: Created Chatbots and Knowledge Bases
Compute & Deployment: GPUs, Serverless, VMs, Kubernetes
Integrations & Identity: API integrations, SSO/SAML, SDK implementation
DevOps & Delivery: CI/CD pipelines, Infrastructure as Code (IaC)

+ RELEVANT PROFESSIONAL EXPERIENCE

📅 01/2024 – PRESENT 📍 REMOTE
Senior Technical Account Manager
DigitalOcean

- Own the technical relationship for a portfolio of 50+ SMB and enterprise-customers generating \$25M+ ARR—driving resolution of complex escalations, accelerating time-to-value, and aligning executive and engineering stakeholders to protect and grow NDR
- Guide enterprise SaaS, digital, and AI-native customers through API integrations, identity implementations, and infrastructure design reviews to deliver cost-optimized, highly available production environments
- Lead architecture reviews to assess performance, scalability, and security, delivering actionable recommendations that accelerate adoption and align infrastructure with customer KPIs
- Named Top TAM Performer in Q1, 2025 for demonstrating cross-functional leadership to retain a top 50 customer

📅 09/2023 – 01/2024 📍 REMOTE
Senior Customer Success Manager
DigitalOcean

- Drove \$500K in Q4 upsells while maintaining 101% NDR across high-touch accounts
- Orchestrated QBRs and EBRs, securing multi-year renewals and \$1M+ in expansions by aligning infrastructure capabilities with long-term business objectives
- Led cross-functional incident resolution efforts, restoring critical services within SLA and implementing preventative measures to reduce recurrence
- Delivered API integrations, CI/CD pipelines, and Infrastructure as Code solutions in partnership with developer teams—streamlining deployments and accelerating customer time-to-value

📅 11/2022 – 08/2023
Customer Success Manager
DigitalOcean

- Designed technical success plans aligned to customer KPIs, maturity milestones, and adoption goals
- Resolved critical production incidents for key accounts, delivering transparent postmortems and implementing preventative measures to protect uptime and revenue
- Influenced product roadmap by closing capability gaps through structured customer feedback, leading to new features that improved scalability, security, and performance

📅 09/2017 – 01/2020
Customer Success Manager
Block (Square)

- Founding member of the French CS org; built SOPs and workflows that scaled onboarding and support across the region
- Boosted cohort CSAT by 20% by supporting complex escalations on the across the Square Seller ecosystem to address platform bugs, and merchant compliance, protecting \$1.2M+ in GPV