

Raphaël Sirvent

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San Francisco, CA

Senior Technical Account Manager

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QUALIFICATION SUMMARY

Results-driven Senior Technical Account Manager with 6+ years of experience in SaaS, cloud computing, and customer success. Adept at architecting cloud-based solutions, driving adoption, and aligning strategic business goals with technical deliverables. Proficient in Azure, AWS, GCP, and DigitalOcean platforms. Bilingual in French and English, fostering strong global customer relationships and cross-functional collaboration.

KEY SKILLS

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|--------------------------------------|-------------------------------|--------------------------|
| ✓ Certified Cloud Expertise | ✓ Contract Renewal Management | ✓ Advanced Excel |
| ✓ Customer Success Leadership | ✓ SFDC & Gasinsight | ✓ SQL, Looker, Tableau |
| ✓ Cross-Functional Leadership | ✓ Azure, AWS, GCP, DO | ✓ Technical Architecture |

RELEVANT PROFESSIONAL EXPERIENCE

DigitalOcean

Senior Technical Account Manager

February 2024 - Present

- Architect and optimize DigitalOcean solutions by designing, diagramming, and planning tailored infrastructures, enabling customers to self-manage and achieve peak performance
- Lead QBRs and strategic planning with key accounts to uncover cost optimizations, drive engagement, and align evolving customer needs with DigitalOcean's strategic goals
- Champion the customer's voice by swiftly resolving escalations, influencing product enhancements, and developing tools that streamline technical engagements

Senior Customer Success Manager

September 2024 - January 2024

- Owned 70+ accounts worth \$20M in ARR, achieving 101% Net Dollar Retention in Q4 2024
- Implemented new success plans that boosted proactive account engagement by 40%, leading to stronger relationships and earlier detection of churn risks
- Drove \$500K in upsells and cross-sells in Q4 2024 by leveraging advanced data analytics and customer health metrics to identify untapped expansion opportunities
- Won the Revenue Operations Culture Award twice in Q1 and Q3 2024 for exemplifying company values and contributing to a collaborative, high-performance team environment

Customer Success Manager

November 2022 - August 2024

- Managed the full lifecycle of post-sales experiences for over 60 accounts worth \$7 million in ARR, from onboarding to renewal, achieving 102.4% NDR
- Developed and execute long-term success plans with account teams, facilitating retention and growth via product and business unit expansion
- Collaborated cross-functionally with C-Suite, Product, Engineering, SRE, and Marketing teams to resolve customer business issues and achieve stated goals

Block (Square)

Customer Success Manager

September 2017- January 2020

- Founding member of the French Customer Success team, optimizing workflows and improving CSAT scores by 20%
- Reduced client churn by 8%, safeguarding approximately \$1.2 million in GPV through proactive escalation management and relationship building

EDUCATION

Master of Business Administration - San Francisco State University

Bachelor's Degree in International Relations - San Francisco State University

Bachelor's Degree in French - San Francisco State University