Mâcon - FRANCE
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ROMAIN DESJOURS

PROFESSIONAL EXPERIENCES

JANUARY 2025 – PRESENT

Manager, EMEA Customer Success – Semarchy – 28.3M$ ARR Portfolio

- Same role with additional geographies

APRIL 2023 – JANUARY 2025

Team Lead, Client Success – Semarchy – 12M$ ARR Portfolio

- Lead and recruit a team of Customer Success Managers (CSMs), overseeing onboarding, mentorship, and continuous development.
- Manage a portfolio of customers, focusing on product adoption, engagement, retention, and satisfaction.
- Conduct business reviews, introduce product updates, gather feedback, and identify upsell and cross-sell opportunities.
- Collaborate with the Head of Global Customer Success on team growth, goal setting, and strategy alignment.
- Report directly to the Head of Global Customer Success (US).

APRIL 2022 – APRIL 2023

Customer Success Manager – Semarchy – 5M$ ARR Portfolio

- Managed client relationships, ensuring customer satisfaction and achievement of objectives.
- Developed success plans & programs, contributed to sales, minimized churn, and optimized onboarding processes.
- Acted as the voice of the customer, improving overall experience and driving value through product adoption.
- Helped clients build business cases, track ROI, and identify cross-sell and upsell opportunities.
- Maintained high customer ratings and referenceability.

MAY 2019 – APRIL 2022

Customer Success Manager – Esker

- Addressed daily client needs, producing resources such as video tutorials and online courses
- Created and managed internal tools to streamline processes and enhance team efficiency.
- Gathered and prioritized feature requests, detecting upsell and cross-sell opportunities.
- Aggregated data to define action plans, managed the client community platform, and participated in customer events.
- Collected customer testimonials for Gartner Peer Insights.

OCTOBER 2015 – MAY 2019

International Technical Support Engineer - Esker

- Provided phone and email support to clients, partners, and subsidiaries for Esker's solutions, ensuring SLA compliance for all incoming tickets.
- Managed cross-functional relationships between R&D, Consulting, Sales, and Infrastructure teams.
- Maintained high levels of customer satisfaction and handled priority management and crisis situations.
- Contributed to and utilized the Salesforce knowledge base, collaborating in continuous improvement through Agile methodology.

- Delivered training to clients and colleagues, conducted technology watch, and escalated feature requests to product managers.
- Reported to management and participated in crisis management when needed.

SEPTEMBER 2013 – SEPTEMBER 2015

Application Consultant - SOGETI

- Designed, developed, debugged, and delivered applications, including unit testing.
- Worked in IBM Mainframe environments (MVS, PACBASE).
- Developed and managed solutions using SharePoint 2013 and Java J2EE.
- Participated in the migration of applications using Team Developer.

JUNE 2013 – AUGUST 2013

R&D Developer - SOGETI

- Designed and developed a Windows 8 application to facilitate and promote the use of Agile Scrum on touch screens.
- Technologies: C#, .NET Framework, XAML.

JUNE 2013 – APRIL 2015

R&D Developer - JuMBo

- Drafted project specifications and contracts, ensuring proper project tracking and delivery.
- Developed web applications using PHP, HTML, CSS, and JavaScript.
- Maintained client relationships and contributed to the day-to-day activities of the association.

JANUARY 2012 – JUNE 2012

Web Developer - 360fusion

- Developed PHP modules for the Contao CMS.

EDUCATION & TRAINING

- 2026: Strategy@HEC Paris – Business Strategy, Corporate Strategy, Strategy Implementation
- 2015: Master's Degree in '**Applied Computer Science for Business Management**' (MIAGE), University of Bordeaux 1. **Graduated with honors, class valedictorian.**
- 2012: Semester abroad at Teesside University, United Kingdom. Courses: **Programming for Mobile Devices / Web Authoring.**
- 2012: Two-year **University Diploma in Technology** (DUT) in Computer Science, University Claude Bernard Lyon 1.
- 2009: High School **Diploma in Electronic Engineering** (STI), **graduated with highest honors**.

SKILLS & CERTIFICATIONS

- **Languages**:
  - **French** (native language)
  - Professional **English** (10+ years working for international companies, 6-month stay in the UK, Paper-based TOEFL: 630/667, TOEIC: 990/990)
  - Fluent in **Italian** (limited professional proficiency)
  - Learning German
- ChurnZero Foundations and Essentials certified
- Salesforce, HubSpot
- GSuite, Office365, Trello, Basecamp
- Remote management
- **IPMA Level D Certified: Certified Assistant Project Manager.**

INTERESTS

- Playing the saxophone for 28 years.
- Passionate about American TV series, reading, and cinema.
- Home automation, DIY, electronics, open source.
- Parent representative on the school council.
- Volunteer for the school fundraising association.