



Sébastien ONILLON

Customer Success Manager EMEA (FR/EN speaking)



32 years old - Driving License

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Experiences

Customer Success Manager

Cloudflare - Since October 2024



Helping Cloudflare pursue its vision to help build a better internet. Focused on customers in the EMEA region.

Web Agency - Self-employed

WP Fairly - May 2016 to September 2024 - France



- ▶ WP Fairly helps WordPress & WooCommerce sites owners get the most of their website with a custom service. Support and maintenance included.
- ▶ Resolution of incidents
- ▶ Custom development
- ▶ Website optimization
- ▶ Dashboard to monitor actions
- ▶ Monthly service review

Customer Success Manager Google Workspace

Revevol - January 2018 to January 2023 - Full-time - Paris - France



- ▶ Serve as post-sales point-of-contact for international Google Workspace key Enterprise customers like Air Liquide, Solvay, Chronopost, Euralis
- ▶ Present new features of Google Workspace and help customers understand the impacts on their environment
- ▶ Help in the resolution of functional product-related issues
- ▶ Partner with Google on Google Workspace Alpha & Beta features, manage end users' feedback
- ▶ Develop a targeted adoption plan for Google Workspace, based on opportunities to increase user adoption and engagement
- ▶ Proactively work with medium to large enterprise customers, interacting with various levels of management (ranging from managers to Directors/VP levels)
- ▶ Partner with customers to establish clear business goals, timelines, priorities and metrics of success
- ▶ Develop and maintain a deep understanding of customers' business drivers to align with them
- ▶ Analyze and monitor customer data to draw insights with the goal of communicating those findings to customers in order to modify user behavior and increase user adoption
- ▶ Develop and conduct Quarterly Business Reviews to measure Google Workspace adoption, present product roadmap, assess progress against goals, assess opportunities for improvement, assess the overall impact of Google Workspace
- ▶ Partner with sales to identify renewal, expansion and up-sell opportunities
- ▶ Act as a liaison between internal teams to ensure high-priority customer needs are being met; coordinating with sales, marketing, product, support and engineering teams to escalate high-impact customer needs
- ▶ Ability to effectively manage customer expectations and create realistic expectations

Customer Success Manager

Bynder - September 2016 to January 2018 - Full-time - Amsterdam - Netherlands



- ▶ Serve as primary post-sales point-of-contact for international customers
- ▶ Develop and maintain a deep understanding of customers' business drivers to align with them
- ▶ Partner with customers to establish clear business goals, timelines, priorities and metrics of success
- ▶ Proactively work with medium to large enterprise business customers, interacting with various levels of management
- ▶ Develop a targeted adoption plan, based on opportunities to increase user adoption and engagement
- ▶ Proactively identify customer health risks, and leverage internal teams to mitigate non-renewal (churn) risk
- ▶ Analyze and monitor customer data to draw insights with the goal of communicating those findings to customers in order to modify user behavior and increase user adoption
- ▶ Develop and conduct Quarterly Business Reviews (QBRs) to assess progress against goals, assess opportunities for improvement, assess impact of Bynder
- ▶ Partner with sales to identify renewal, expansion and up-sell opportunities

- ▶ Act as a liaison between internal teams to ensure high-priority customer needs are being met; coordinating with sales, marketing, product, support and engineering teams to escalate high-impact customer needs
- ▶ Ability to effectively manage customer expectations and create realistic expectations

International Customer Success Manager



iAdvize - December 2015 to September 2016 - Full-time - Nantes - France

- ▶ Serve as primary post-sales point-of-contact for customers
- ▶ Proactively work with medium enterprise business customers in e-commerce
- ▶ Partner with customers to establish clear business goals, timelines, priorities and metrics of success
- ▶ Develop and maintain a deep understanding of customers' business drivers to align with them
- ▶ Create e-commerce engagement strategies aligned with customers' business goals and analytics
- ▶ Develop a targeted adoption plan, based on opportunities to increase user adoption and engagement
- ▶ Proactively identify customer health risks, and leverage internal teams to mitigate non-renewal (churn) risk
- ▶ Develop and conduct Business Reviews to assess progress against goals, assess opportunities for improvement
- ▶ Ability to effectively manage customer expectations and create realistic expectations

Performance Manager Medium Business



iAdvize - July 2015 to December 2015 - Full-time - Nantes - France

- ▶ Serve as primary post-sales point-of-contact for customers
- ▶ Proactively work with medium business customers (French market)
- ▶ Create online engagement strategies aligned with customers' business goals and analytics
- ▶ Analysis of traffic metrics (Google Analytics)
- ▶ Periodically report KPIs to clients
- ▶ Onboarding of new customers and help in implementing the solution

Marketing & Communication Assistant



Biomatlante - September 2013 to July 2015 - Cooperative Education Work - Nantes - France

- ▶ Biomatlante specializes in producing synthetic biomaterials for bone regeneration and is a world leader in bone graft technologies, selling its products in over 50 countries. Biomatlante's products are routinely used in orthopaedics and trauma surgery, in spine, ENT, stomatology and dental surgery.
- ▶ International event management: AAOS (New Orleans, Las Vegas), IDEM (Singapore), IDS (Köln), EAO (Rome et Stockholm), EUROSPINE (Lyon) and SOFCOT (Paris)
- ▶ Full website redesign and lead magnet design to improve the lead generation
- ▶ SEO & SEM reporting and recommendations
- ▶ Conversion rate optimization
- ▶ Emailing nurturing campaigns
- ▶ Brochure design and copywriting in French & English
- ▶ Video editing
- ▶ Business intelligence

Skills

Web development

- ▶ HTML / CSS
- ▶ PHP / SQL
- ▶ WordPress

Langues

- ▶ French (mother tongue) (Voltaire certification)
- ▶ English (fluent)

Information Technology

ITIL Foundation Certification

Interests

Literature

- ▶ Personal development
- ▶ Entrepreneurship

Sports

- ▶ Running
- ▶ Fitness

Education

Master's degree - Communications

IRCOM

September 2014 to June 2015

Master I — Mention Bien

DEES Communication

Lycée Saint-Félix

Licence en Communication

BAC+3

BTS Communication

Lycée Saint-Félix