



# ADAM GOSCINIAK

## PROFILE

Expert in IT SaaS Account Management/Customer Success. 4 years' experience in the industry, servicing enterprise and SME clients. Excels in a Start-Up environment growing 2 businesses.

Skillset includes: communication skills, research, account management, client retention, and analysis.

My education background focuses on International Relations and Political studies, and Economics/Finance.

## CONTACT

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## SKILLS

*Customer Service* –Excellent communication skills with clients and people, face to face client presentation skills, know how to provide excellent service (MSC & Insider)

*Research & Analysis* – Exemplary research and analytical skills, ability to write detailed reports and competitor analysis (Skippet & PwC)

*Management/Organisation* – Ability to manage accounts strategically and operationally; team management experience (Insider)

*Business Development* – Strong interest in KPI metrics. Built BI dashboards using Datastudio and developed knowledge of analytical tools. Exploring use-cases with customers (Skippet)

## EDUCATION

### University of Amsterdam

August 2019 – January 2021

*MSc Political Economy*. Thesis investigated the relationship between cryptocurrency/blockchain community and state institutions.

### Australian National University

February 2014 – January 2016

*Bachelor of Arts* majoring in International Relations.

## WORK EXPERIENCE

### Skippet (formerly. MyMedBot) - Customer Success Manager

February 2021–Current / Remote

Managed the onboarding, and training of 100 US SME accounts onto the MyMedBot platform. Took initiative in creating a KPI system measuring customer data. Heavily involved in the recruitment process to grow the team from 7 to 12. Created a structured user testing programme for company's new complex no-code solution.

### Insider - Strategic Account Manager

March 2019–September 2020 / Warsaw, Poland & Amsterdam, Netherlands  
Responsible for managing accounts with Poland, UK, Nordics, and Western Europe. Responsibilities involved coordinating on digital marketing strategies with my clients, execution, meetings, monthly results. Internal responsibilities include employee training. Clients included electronic, fashion retailers, NGO's, e-commerce. Strategically focused of customer journey orchestration, offsite communication tactics, optimising oncoming traffic, design consultation, and A/B testing.

### Insider - Account Manager

September 2018 – March 2019 / Warsaw, Poland  
Managing Insider's cosmetic accounts from both an operational side and strategic side. Operationally, I created and implement the decided campaigns utilising the Insider product. Strategically, create reports, presentations and place personal input into marketing campaign strategies.

### Intern CEE Public Policy Advisory – PwC Poland

March 2018 –September 2018 / Warsaw, Poland

Completing various tasks to support the department in completing contracted projects. Primarily worked on creating information databases, initial research on projects (Development Bank Romania), and translating project proposals and reports from Polish to English.

### Trainee Import Customer Service – Mediterranean Shipping Company (MSC)

March 2018 –September 2018 / Warsaw, Poland

### Coach Division 9 (ACT Football) – ANU Football Club

February 2016 –September 2016 / Canberra, Australia