

CARLOS EDUARDO SICAJÁ MÉNDEZ

Customer Success Manager

Guatemala City, Guatemala

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PROFILE

I have over five years of experience in the customer service field. I worked as a Customer Success Manager at an IT/SaaS company, specifically focusing on VOIP and Remote Access solutions. My role involved onboarding new clients, ensuring they adopted the tools efficiently, and helping them achieve success. I am a resilient, honest professional who adapts well to working under pressure and thrives in a team environment.

EMPLOYMENT HISTORY

- ❖ **Customer Success Manager, GoTo** May 2021 — Dec 2024
Guatemala
 - Onboarded new customers with an 25K ARR or higher by implementing products into their companies, ensuring better adoption and retention.
 - Contributed to implementing OnceHub to streamline online bookings for clients.
 - Helped integrate Gainsight to assign structured onboarding plans.
 - Developed training materials, including online courses hosted on Skilljar, allowing customers to learn at their own pace.
 - Launched a weekly webinar series called *Office Hours*, where customers could register and learn more about the product in a live, interactive setting.
 - Implemented Skilljar to create online courses, providing insights into customer progress.
- ❖ **Customer Support Representative, Amazon** Oct 2020 — May 2021
Guatemala
 - Processed customer orders, forms, and applications for new services and third party sellers.
- ❖ **Customer Support Representative, Target** Apr 2019 — Jul 2020
Guatemala
 - Resolved first and second-level customer issues.
 - Conducted evaluations of prospective customers based on established targets, effectively identifying potential leads and contributing to sales growth.

EDUCATION

- ❖ **Universidad Rafael Landívar** Jan 2020
Computer Science and Entrepreneurship Guatemala

SKILLS

Roi Optimization Customer Engagement
Retention Strategies Customer Portfolio Management

LANGUAGES

Spanish *Native speaker* Italian *Very good command*
English *Highly proficient*

REFERENCES

- ❖ **References available upon request**