

Marina Costa Rey

Customer Success Specialist · SaaS · English C1

marina.costa@mail.com · +34 622 333 444 · linkedin.com/in/marina-costa-cs · Valencia, Spain (open to relocation)

PROFILE

Customer success specialist with 5 years of experience in SaaS companies, managing a portfolio of 120 B2B accounts with 94% annual retention. Fluent in English (C1) and Spanish (native), skilled in HubSpot and Zendesk. Looking to join an international support team in Dublin or remotely.

EXPERIENCE

Customer Success Specialist

January 2022 - Present

CloudDesk Software · Valencia / Remote

- Managed a portfolio of 120 B2B accounts with 94% annual retention.
- Led onboarding for 40+ new customers per quarter, cutting time-to-value from 30 to 12 days.
- Coordinated with product and engineering to resolve 200+ escalations per year (CSAT 4.7/5).

Customer Support Agent

September 2019 - December 2021

TravelNow · Valencia

- Handled 60+ tickets per day in English and Spanish (Zendesk); top-3 agent by CSAT in 2021.

EDUCATION

Universitat de València

2015 - 2019

Bachelor's degree in Business Administration

SKILLS

HubSpot

Zendesk

Customer onboarding

Account management

SaaS

Excel

Salesforce (basic)

LANGUAGES

English — C1 (Cambridge Advanced) **Spanish** — Native **Valencian** — Native

CERTIFICATIONS

- Cambridge C1 Advanced
- HubSpot Customer Success Certification