

CONTACT

+212 694 561 949
mohamedelhayyany@gmail.com
Marrakech, Morocco
med-elh.github.io/portfolio/
linkedin.com/in/mohamed-elhayyany

COMPETENCIES

Account Management
Customer Onboarding
Retention & Renewals
Full-Cycle Sales (B2B/B2C)
Lead Qualification
Revenue Growth
Upselling
Technical Troubleshooting
Workflow Automation
Escalation & De-escalation
Client Training
Data Analysis
Financial Markets Analysis
Risk Management

TOOLS

Zapier
Meta Ads Manager
Conversions API
Power BI
Excel & Google Sheets
Shopify
Premiere Pro
CapCut
Canva
Claude Code
TradingView
MetaTrader 4 & 5

LANGUAGES

Arabic — Native
English — C2 – EF SET
French — C1
Spanish — B1

Mohamed Elhayyany

Technical Customer Success Manager

I keep customers, grow revenue, and automate what slows both down.

PROFILE

Results-driven Customer Success professional managing **100+ accounts** across onboarding, technical support, retention, and expansion. Drove a **15% revenue increase in two months** through targeted outreach and account growth. Closed **50+ sales** via full-cycle prospecting. Builds production automations (WhatsApp, email, Meta Conversions API) that eliminate manual work for clients. Founded a DTC brand and scaled it to **250+ units in 90 days**. Fluent in Arabic, English, and French.

KEY RESULTS

15% revenue growth in 2 months
100+ accounts managed
50+ sales closed
250+ products sold in 90 days

EXPERIENCE

Technical Customer Success Manager 2025 – Present
SafeApps (eGrow) — SaaS Platform — Marrakech

- Grew company revenue **15% in two months** by identifying expansion opportunities and executing targeted outreach campaigns.
- Own full lifecycle of **100+ accounts**: onboarding, adoption, troubleshooting, QBRs, and renewal — directly reducing churn.
- Close **50+ net-new deals** through lead sourcing, qualification, structured cold outreach, and conversion to long-term subscriptions.
- Ship production automations: WhatsApp order confirmations, delivery tracking, email flows, and **Meta Conversions API** integrations that lift ROAS.
- Produce video content and tutorials that drive acquisition and reduce support volume.

Founder & Operator Jan 2026 – Present
Postry — DTC Wall Art Brand — Marrakech

- Built a DTC print brand end to end: Shopify storefront, pricing, tiered bundles, and product photography.
- Sold **250+ prints in 90 days**, reaching monthly profitability with zero outside funding.
- Acquired B2B clients including **Experience Morocco**, plus commissions from artists and creators.

Content Moderator & Team Lead 2022 – 2024
Majorel Outsourcing — Marrakech

- Maintained **98% accuracy** reviewing 500+ posts and ads daily across multiple content categories.
- Trained new moderators, cutting ramp-up time and lifting team throughput.
- Escalated high-risk cases under SLA and analysed data to drive process improvements.

Customer Service Advisor 2021 – 2022
Terrain 360 — Marrakech

- Resolved inbound issues with a focus on de-escalation and first-contact resolution.

Graphic Designer (Freelance) 2021 – 2022
Webhelp Agency — Marrakech

- Delivered visual assets across industries, managing client briefs independently.

EDUCATION

Bachelor's Degree in Economics — Cadi Ayyad University 2022 – 2024

CERTIFICATIONS

Funded Futures Trader — Funded Next 2026
Funded Forex Trader — Funding Pips 2025
Professional Foundations & Data Analytics — ALX Africa 2025
English C2 (EF SET Certificate) — EF Standard English Test 2024
Fundamentals of Digital Marketing — Google 2024