

Marco Andolfatto

Customer Success Manager — technical CS for B2B SaaS · Belfast, Northern Ireland · UK settled status

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Customer success manager, five years in B2B SaaS, working in French and English. Built a CS function from scratch at Insight, covering \$30M ARR across France and Belgium. Now running EMS accounts at Luminovo, an electronics supply chain platform, holding 107% net revenue retention while learning the industry from a standing start — building my own tooling to accommodate customer needs.

107% NRR on own book, Luminovo	\$30M ARR owned, France and Belgium	18 / 19 logos retained at renewal	FR · EN both markets run in both languages
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EXPERIENCE

Customer Success Manager — Luminovo

Nov 2025 — present

Remote, Munich HQ · Electronics supply chain platform: quoting and sourcing for OEMs and EMS manufacturers. Joined at ~50 staff, now ~100.

- Own adoption, renewals and expansion across EMS accounts — €800k ARR, 27 clients
- 107% net revenue retention on own book since joining, with a single churn
- 96% gross and 112% net retention across renewals run; 18 of 19 logos retained
- Built working command of PCBA sourcing, BOM data and component pricing with no prior electronics background
- Build internal applets on the company’s MCP integration, used by colleagues and clients, resolving platform problems without routing them to engineering

Customer Success Manager — Insight UK

Jan 2022 — Oct 2025

Remote · France and Belgium

- First customer success hire into a function built from nothing; designed the QBR framework and drove Salesforce adoption across a team now twelve strong
- Owned \$15M ARR in France and \$15M in Belgium — several hundred accounts from SMB to multinational, managed in French and English
- Named contributor on a \$3M ARR contract
- Delivered several hundred thousand dollars of Azure consumption savings across ~40 accounts, reinvested with Insight and supporting renewals
- De facto Azure escalation point for the CS team where no engineer was available

Technical Pre-Sales Specialist — Concentrix

Nov 2019 — Dec 2021

Belfast

- Resolved technical, contractual and licensing queries from Microsoft partners and end customers
- Promoted to lead a team of five; owned individual and team-level KPI reporting
- Hit full bonus throughout tenure

EARLIER

Licensed real estate broker, Sotheby’s International Realty, Hong Kong — three years in luxury residential lettings. IT sales, First Derivatives subsidiary. Tier 1 technical support, Microsoft supplier. Vice-President of a student association during law studies, alongside student jobs.

EDUCATION

MSc FinTech Management

Ulster University Business School, Belfast · part-time, expected 2026

Regulation and compliance · financial econometric modelling · business analysis · FinTech and data science · predictive analytics · behavioural finance

Licence en Droit

Université de Haute-Alsace, Mulhouse, 2014 · three-year French law degree, LLB equivalent

SKILLS

Customer success — onboarding · adoption · QBRs · renewals · expansion · churn prevention · executive relationships

Technical — Azure · cloud cost optimisation and FinOps · MCP integrations · BOM and component data · Microsoft licensing

Tools — Salesforce · ServiceNow · HubSpot · Notion · Auth0 · Claude

CERTIFICATIONS

AZ-900 — Microsoft Azure Fundamentals
MS-900 — Microsoft 365 Fundamentals
MTA 98-361 — Software Development Fundamentals (C#)
Get Licensing Ready · TOEFL

LANGUAGES

French — native · English — bilingual · German — basic

ALSO BUILT

Aldar — a D&D character sheet app, built for a home game
aldar.dockofthepond.co.uk/share