THÉO MATHIEU

Account Manager | Customer Success — FR/EN

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PROFILE

Bilingual FR/EN Account Manager / Customer Success professional with 3+ years of premium B2B and B2C client relationships in international settings (Mauritius, 30+ export markets). I grow existing accounts — upsell, retention, dispute resolution — and build the pipeline that supports them (HubSpot, Airtable).

CLIENT RELATIONS & BUSINESS DEVELOPMENT

Customer Success & Account Management Consultant — Concrete Management *Feb. 2026 – May 2026*
Premium property management • Paris • Freelance — FR/EN

- **End-to-end premium client relationship**, protecting online reputation across multiple platforms.
- **Upsell of tailored services** (early/late check-in, specific arrangements) → additional revenue per stay.
- **Live mediation and dispute resolution**, quick de-escalation to maintain a high quality standard.

B2B/B2C Client Relations & Coordination — InterHome *Dec. 2025 – Feb. 2026*
Holiday rentals, European leader • Val Thorens • Fixed-term contract — FR/EN

- **Managed property owners (B2B) and guests (B2C) simultaneously** during peak season.
- **Direct stand-in for the branch manager** in their absence: service continuity during a high-intensity season.

B2B Export Business Development Consultant — SPDO *Jan. 2025 – Jul. 2025*
B2B automotive export • Freelance — FR/EN

- **Activated a network of dealers and garages** across 30+ markets (Eastern Europe, Africa, MENA).
- **Tailored offers by client type**, negotiation and follow-up of high-value deals.
- **Full B2B pipeline in Airtable**: qualification, stock/client matching, closing.

Business Developer & Premium Client Relations — Konversyon *Feb. 2023 – Jul. 2024*
Relocation & concierge services • Mauritius • Full-time — FR/EN

- **Premium portfolio (investors, expatriates)** managed end to end, from relocation to retention.
- **Pipeline and closing**, partnerships set up with banks, property developers and local providers.
- **Built the agency from scratch**: business model, KPIs, coordination of a multidisciplinary team.

Assistant Business Developer (internship) — GWS Technologies *Jun. 2022 – Dec. 2022*
Mauritius — FR/EN

- **Full B2B sales cycle in HubSpot**, from prospecting to closing, in a bilingual environment.

OTHER EXPERIENCE

Independent Ops & Automation Consultant — Notion, Airtable, Make stacks for SMBs *Jun. 2023 – present*
Founder — ProcedureVEI, B2B service launched fully independently *Jul. 2025 – Dec. 2025*
Volunteer Firefighter — SDIS de l'Aisne, decision-making under pressure *Oct. 2018 – Jun. 2022*

SKILLS

- **Client Relations / Account Management:** upsell, retention, B2B/B2C mediation, premium accounts, e-reputation.
- **Business Development:** pipeline, qualification, negotiation, partnerships.
- **Tools:** HubSpot, Airtable, Notion, Make, Zapier, Guesty, Google Analytics.
- **Languages:** French (native), English (full professional proficiency).

EDUCATION

NEOMA Business School — MSc TEMA (Tech & Management) *2020 – 2023*
Rubika — Exchange, UX Design *Sept. 2021 – Feb. 2022*