



ENTERPRISE / SaaS

CHRISTIAN NUSSBAUMER

Customer Success &
AI Implementation

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ENTERPRISE CUSTOMER SUCCESS & AI IMPLEMENTATION

Enterprise Customer Success & AI Implementation

— a commercial and deeply technical background.

Skillset: strategic accounts, retention, revenue expansion, team leadership, executive stakeholder management and hands-on AI implementation.

100%

STRATEGIC RETENTION

High-value customers retained over 3 years

5–15%

REVENUE GROWTH

Upsell / cross-sell contribution

EMEA

CS LEADERSHIP

Built and led regional CS teams

3.5

LANGUAGES

Native → elementary

CUSTOMERS I WORKED WITH

Arsenal FC

unity

Ω OMEGA

LONGINES

UNRWA

Pierre Fabre

Fraunhofer

Northern Ireland Government

Ubaldi

LANGUAGES

German Native / bilingual

French Native / bilingual

English Full professional

Spanish Limited working

Italian Elementary

Portuguese Elementary

CAREER TIMELINE

FULL CAREER Every role shown. Only the titles and employers are expanded to keep the page dense.

2026 – Present

AI Consultant

strongwinds.ch

CURRENT

Oct 2024 – Present

Customer Success Consulting

TEFI Technologies SA

CURRENT

Nov 2023 – Sep 2024

Partner Project Manager

Platform.sh

Feb 2023 – Aug 2023

Head of Customer Success

api.video

Jul 2021 – Feb 2023

Manager, Customer Success Manager Team in EMEA

Platform.sh

Jan 2020 – Jul 2021

Customer Success Manager (EU)

Platform.sh

Jun 2019 – Jan 2020

Customer Success Manager

n’cloud Swiss AG

Oct 2017 – Jun 2019

Team Lead Customer Success and Sales Experience Manager

Hotjar

Feb 2016 – Oct 2017

Support and Customer Success Manager (EU)

Hotjar

Nov 2011 – Jul 2015

COO

Nexus Group

Aug 2009 – Oct 2011

Company Commander, Swiss Army Signals Company 19/2

Swiss Armed Forces

Jan 2009 – Jul 2009

Sabbatical

Medellín, Colombia

Dec 2007 – Dec 2008

Professional Services Manager

itCampus Software und Systemhaus AG

Jun 2005 – Dec 2007

Account Manager

Phone Marketing Business SA

May 2002 – Jun 2005

Help-desk Technician

Swisscom

Mar 2001 – May 2002

IT Technician

ChN WebServices

ADVISOR ROLES Eloom (2018) · Mantik (2019–2020)

EDUCATION Associate Degree in Business Administration · Accounting & Economics