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BORN
4th Feb. 1986

ABOUT

About 10 years experience both running customer support teams, and then selling customer service software — in each scenario with passion & energy.

Focusing on Enterprise customers, I help the Sales team finding solutions and building customisations when software doesn't match out-of-the-box a customer's requirements. I aim to ensure customers understand the technical and business value the software can deliver.

My goal is to understand a customer's business needs, and transform that into some form of solution definition, meeting or exceeding their measurable business goals for customer service.

Helped closing deals for a total of over \$3M ACV in 2016.

~60% win rate for 2016. Highest win rate of the team for most of 2016 and 2017.

Worked on the biggest EMEA wins, such as Tesco, IBM, Booking.com, Just Eat, Lampiris.

“Over Achiever” and “Enabler Of The Year” awards.

EXPERIENCE

ZENDESK – SOFTWARE – LONDON, UK

Strategic Solutions Consultant

Jul 2016 - Present

- ▶ Partnered with the Enterprise & Strategic Sales team (mostly in UKI, France & AME) as a pre-sales consultant to develop account and opportunity strategies.
- ▶ Zendesk Talk specialist, helping reps across EMEA on opportunities where customers were interested in our contact centre solution.
- ▶ Created ROI model to submit ROI examples to prospects & analyse the gain of implementing Zendesk
- ▶ Built & demonstrated PoCs, lead the development of services proposals & Statements of Work.
- ▶ Trained the whole EMEA Sales & Account Mgmt. teams on how to do great product demos
- ▶ Speaker at customer events about customer experience, machine learning, and Zendesk in general.

Senior Solutions Consultant

Aug 2014 - Jun 2016

- ▶ Supported the Enterprise Sales team as a pre-sales consultant.
- ▶ Worked closely with Sales Enablement to train the Sales teams on how to do product demos. From on boarding to recurring certification.
- ▶ Created a generic Zendesk demo environment & an HR demo environment for the whole Zendesk Sales team, with over 50 integrations ready to demo

Customer Enablement Consultant

Feb 2013 - Jul 2014

- ▶ Proficient in customer support workflows and Zendesk's business applications and services offerings, with a focus on switching over from a 3rd party system to Zendesk.
- ▶ Worked closely with the Sales team on opportunities requiring specific customisations or technical expertise
- ▶ Supported the Account Management team with customisation requests from strategic accounts
- ▶ Technical Account Manager for key accounts
- ▶ Presentation of conferences about Zendesk & animation of training days (Bootcamp / Zen U)

SELF EMPLOYED – CONSULTANCY – BRUSSELS, BELGIUM

Zendesk Consultancy

Jun 2012 - Feb 2013

- ▶ Small missions in SoHo to help starting companies improve their support environments
- ▶ Set up and integration of Zendesk with tools companies are already using

MONDIAL TELECOM S.A. – TELECOMMUNICATIONS – BRUSSELS, BELGIUM

Head Of Support

Apr 2012 - Feb 2013

- ▶ Managed a team of 4 in the wholesale Customer Support team. Reported to the CEO.
- ▶ Managed B2B accounts and followed up issues and change requests with Sales and Development team

- ▶ Worked in direct contact with Operations and Development team, following the Agile methodology for deliveries
- ▶ Pre Sales: demos to prospects; setting up test accounts to demonstrate the service, enabling specific features on a per prospect basis with Product team; implemented automatic reporting to track usage
- ▶ After Sales: recurring travel on-site to update the Customer Support teams working with us; demos of new features of the product over time.

Service Manager Wholesale

Dec 2010 - Mar 2012

- ▶ Switched the whole company to Zendesk: migrating the old CRM/ticketing system to Zendesk; trained the employees to increase the ticketing flow; trained B2B customers' help-desks to submit requests efficiently; developed ways to automatically embed Zendesk information into other channels such as internal chat, SMS, emailing and monitoring services.
- ▶ Worked as a SPOC for B2B customers requiring assistance or change requests.
- ▶ Set up a "Labs" environment to allow beta testers to easily test the service and report bugs. Followed up bugs and features requests in JIRA with the Development team.

Operations Executive

Oct 2008 - Nov 2010

- ▶ Helped in upgrading the whole customer base to a new service with minimum disruption.
- ▶ Helped in establishing a new provisioning system reducing by 30% the time necessary to manage a contract.
- ▶ Mobile telephony support: drafted user guides for the help-desk, provided assistance to customers using the GSM service.

Sales Assistant (external)

Jul 2004 - Sep 2008

BE-MAC – IT – BELGIUM

Founder

Feb 2007 - Jun 2010

- ▶ First online community of french speaking Belgian Mac users (26'000 unique visitors and 100'000 page views per month).
- ▶ Managed the team of 12 people and controlled the content offered by 6 editors.
- ▶ Prospected advertisers and partners (ex: Apple, Inc.; Amazon, Inc.; Swisscom GmbH), set up online advertising campaigns.

EDUCATION

EPHEC – BRUSSELS, BELGIUM

Marketing & communication bachelor

2006 - 2008

End of studies research: marketing approaches (strategic and operational) to increase the number of customers of BeTV (pay-TV channel) of 10'000 units a year with a budget of €2'700'000 using web communication – Completed 5th group out of 25.

INTERNATIONAL HIGH SCHOOL LE VERSEAU – BIERGES, BELGIUM

Economic orientation

2003 - 2006

End of year research: "Start-ups and their economic model" – 82%.

COLLEGE OF CHAMBLANDES – LAUSANNE, SWITZERLAND

Economic orientation

1996 - 2003

LANGUAGES

FRENCH – MOTHER TONGUE

ENGLISH – FLUENT

- ▶ Language practice in SprachCaffé Malta: diploma "advanced learner".

Jul - Aug 2003

GERMAN – LOW

- ▶ Exchange program in a host family in Wuppertal, Germany.

Apr - May 2002

DUTCH – LOW

- ▶ Basic understanding.

MISCELLANEOUS

CERTIFICATIONS & PUBLICATIONS

- ▶ Speaker at Service Desk Institute: "Artificial Intelligence and avoiding dark data"
- ▶ Speaker at UK Contact Centre Forum: "Modern Relationships & Machine Learning: What can we learn from internet dating sites?"

- ▶ Speaker at Customer Experience Worldwide - London: "Embedding Support in the Customer Journey"
- ▶ Personal Leadership & Influence Programme – DDA Consulting
- ▶ Sales Methodology: Discovery and Qualification – Franklin Covey

OTHER

- ▶ Skier and sailer. Occasional golfer.
- ▶ Volunteering for HeadStart: HeadStart London is a Mayoral initiative, delivered in partnership with The Challenge, to promote social action across the capital.
- ▶ Volunteering for the cafe theatre L'Arrière-Scène: preparation of the scene, helping actors, managing the bar, ...
- ▶ Volunteering for AddSalt Music: promoting the "be.Live Tour" festival by finding financial partners, overseeing sponsor stands and setting up equipment for concerts.