



Christian Rincon

Sr Manager/Director, Customer Experience Leader | Team Builder | High Performance | AI & Analytics Professional

Great Britain, United Kingdom

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Links

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Languages

Spanish (Native)

About

Leading Customer Experience teams is more than a role—it's a commitment to excellence. With a rich history spanning over 15 years in the Customer Support, Success, and Services industry, my leadership has been instrumental in enhancing performance and collaboration. Certified in KCS V6 Principles and as a Senior Customer Support Leader my aim is to elevate the customer experience by leveraging innovative technologies, enhancing and automating processes, and building a customer-first culture by driving sustainable growth and improving customer service excellence.

As a CX Leader, I work closely with other CX and GTM leaders on the strategic pillars and enterprise readiness of the organisation, with a focus on OKRs, KPIs, and the company's mission. In the last 8 years, I have led the EMEA/APAC theatres and built talented teams that constantly exceed all major KPIs (CSAT, SLAs, TTR) while going through major organizational restructure, IPO, acquisitions, and outsourcing integrations.

BRANDS WORKED WITH



Experience



Sr Manager, Customer Support

Alteryx | Jul 2016 - Jul 2024

Passionate about building high performance and collaborative teams. Eighteen years plus experience in the Customer Support, Success and Services industry. Furthermore, I am a Certified Sr. Customer Support Manager and KCS V6 Principles Certified (All about Self-service through Knowledgebase content). Reporting directly to the VP of Customer Support and as a member of the CS Leadership team and Senior Sales Leadership in EMEA helping the development, hiring and coaching of global members. Building bridges and liaising cross-functionally with the Customer Success, products, engineering and sales teams. Supporting the leadership team on global projects and driving departmental initiatives as well as acting as an escalations point. In the last 4 years, I have been the only Support Leadership member overseas (outside the US) and built a uniquely diverse and gender-balanced team from scratch that serves as role models in performance, CSAT, NPS and knowledge sharing. Successfully embracing various change management cycles, IPO, various acquisitions and numerous company and departmental re-structures. Working closely with Customer success, services and Professional services to drive sales initiatives and strategizing to meet sales targets both globally and regionally.

Furthermore, in the last year, I have been tasked to drive our outsourcing/offshoring function to scale out our Global support function in order to enhance our current 24x7 and Follow-the-sun model as well as reduce costs and overheads and continue driving high-performance teams.

Customer Support Team Lead

BOARD | Mar 2014 - Jul 2016

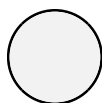
Founded in 1994 BOARD International is the provider of the industry's only programming-free toolkit for rapid and cost-effective development of Corporate Performance Management and Business Intelligence software applications. Headquartered in Lugano, Switzerland, BOARD International has additional offices in Germany, Italy, Spain, Singapore, United States, UK, Australia and India and a worldwide reseller's network.

Responsibilities:

- Employed as Technical Support Consultant covering level 2&3 support
- Closely working with most business departments; from Sales, Pre-Sales, Project Management and Professional Services in order to

provide Technical support on all Product aspects and business needs.

- Supporting all types of end users from direct customer to partners and internal staff.
- Carrying out system specifications, installing pre-requisites and components, performing environment Health Checks and PC Audits, upgrades, licensing, patches, maintenance, etc.
- Identifying support and training gaps through the use of the Support tickets created via the Ticketing system.
- Managing, preparing and delivering bespoke and general Technical training to identified parties and new staff.
- Working closely with Pre-Sales team to gather and prepare POC environments, sales demos and self-drive sessions for prospects.
- Tracking all activities and support related queries using our online ticketing system (Kayako) and produce weekly and Monthly reports to evaluate Support usage for Non-support paying customers and monitor SLA usage for Bronze, Silver and Gold services. On several occasions I have been tasked with onsite and remote installations and system health assessments.
- Guaranteeing service up time for Cloud Services and Hosted Solutions are met and fully supported 24/7 for Global customers.



● **EMEA BI Support Consultant**

Zap Technology | Nov 2011 - Mar 2014

Zap is a Microsoft Gold Partner who has won many recognitions including 2010 Microsoft Country Partner of the Year in Australia. Zap is a complete Reporting and Business Intelligence Solution mainly designed to work with Microsoft Dynamics but also with any SQL database and is the only one in the market that provides rapid deployment on heavily customized AX deployments, out of the box AX analytics, deep Dynamics AX integration, accessibility through PC's, tablets and smartphones to support any type of business. Some clients are: Microsoft, Costa Coffee, Aston Martin, Working Links, Bench, Mitsubishi Motors, Control Risks, Ascom, Bluefish etc...

Responsibilities:

- Employed as the Lead Technical Support Consultant covering level 1-3 for all accounts across EMEA region.
- Supporting all types of end users from direct customer to partners and internal staff.
- Support is provided directly over the phone, email or through our on-line ticketing system (Zendesk).
- 3rd level and alternative support is arranged using WebEx, Team Viewer, RDP or browser based share screen sessions.
- Tracking all activities and support related queries using our online ticketing system.
- Processing Support Site registrations
- Responsible for the building and management of different Physical and virtual environments created using Amazon EC2 Cloud Instances, Hyper-V and VMware for case replication, support issues, POCs, training and demonstration purposes.
- More detail on request

Achievements:

- Top Support agent with the most Open and Closed tickets and best satisfaction rate for support tickets
- Grew in the company as the main Support Lead for the EMEA Region as the role was initially to cover UK Customer only
- Self-taught and mastered the ability of using and managing Amazon EC2 Cloud services
- Mastered virtual machine building using Hyper-V and VMWare
- Learned how to use Dynamics CRM for Customer Relationship Management and Licensing purposes

● **Risk Systems Administrator**

ICAP | Jan 2011 - Sep 2011

ICAP is the world's premier interdealer broker and provider of post trade services. The Group matches buyers and sellers in the wholesale markets in interest rates, credit, commodities, foreign exchange, emerging markets, equities and equity derivatives through voice and electronic networks. ICAP is also the source of global market information and research for professionals in the international financial markets. ICAP plc was added to the FTSE 100 Index on 30 June 2006.

Responsibilities:

- Responsible for the maintenance and development of ICAP's Risk System; OpenPages.
- Arranging and facilitating data input and integrity of data
- Providing training and technical support to end users around the world.
- Documenting development and maintenance and delivering user manuals and project documentation.
- Assisting with new developments, enhancement of projects and new upgrades.
- Maintenance of users in the Credit Risk System; gathering and documentation of user requirements.
- Assisting and improving the design, preservation and development of complex Report Packs destined for different regions and executive levels of the organisation using Cognos Report Studio in conjunction with the OpenPages Risk System.

Achievements:

- Learnt how to use the Credit Risk Open Pages (new project) and helped in the data integration process
- Had good exposure at using another useful Cognos Reporting tool and learnt how to create complex reports, scorecards, KPIs, Charts, Dashboards and Report Packs
- Learned invaluable skills on time management and documentation

● Support Analyst

IBM Cognos | Jul 2007 - Sep 2008

IBM Cognos is the world leader in business intelligence and performance planning software.

Founded in 1969, Cognos employs over 3,600 people and serves more than 23,000 customers in over 135 countries. Cognos latest product "Cognos 8", employed by big companies such as; HSBC, British Gas, Ikea, Vodafone, Shell, UK Ministry Of Defence, Barclays, etc...

Responsibilities:

- To provide 1st and 2nd line of Technical Support to partners and clients around the world.
- Employed as a Support Analyst for a number of Cognos products within the Enterprise Planning team. Products such as, Cognos Planning Analyst, Contributor, Manager, Configuration Manager.
- Worked using different operating systems, service packs and environments to build Planning models in order to create similar environments to those used by the customers in order to replicate, troubleshoot, test and fix issues encounter. These were built and tested using desktop and server virtualization software tools such as (VMware). Worked in a busy environment and small team with very strict deadlines in order to satisfy the company's requirements and those set by high end clients.
- In addition I had to work with various Windows and Linux OS and applications such as; Active Directory, Citrix, Tracker, Oracle10g, IIS 6/7, Outlook... etc

Achievements:

- As a student the industry experience gained during this year was invaluable to help me get a real taste of the IT and Business Intelligence Industry working for a large company
- My character, maturity and passion improved drastically which made a huge difference during my final year at University.
- I was able to stand out from the rest of the graduates which did not take out an Industrial placement as I had a years' experience to my advantage and made it easier to get myself back in the industry.

Education & Training

2004 - 2009

● University of Westminster

Bachelor of Science (BS),