



# Javier Morelli

Head of Customer Success - full lifecycle

📍 UK

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## Languages

Italian

English

Spanish

German

French

## About

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I have always focused on the customer's goals and the vendor's value delivery to support them. At my latest, I have built, from scratch, robust customer success frameworks that drive retention and satisfaction. Leading cross-functional teams, I have honed strategies that ensure our clients, ranging from telecom giants to energy providers and gaming leaders, achieve their goals. My journey as Project Director to Account Director has been marked by creating dynamic structures that support onboarding, adoption, and expansion.

As an IT Engineer with 15+ BSS implementations, I have successfully developed, implemented, supported and sold customer care, revenue management and assurance systems in the EMEA and LatAm regions.

I am a highly motivated professional used to lead teams to achieve complex tasks within time and budget constraints. I encourage those I supervise to be creative, while disciplined. My teams remain focused towards achievement of the overall project and obtain client success, keeping alignment with the organization's strategy, goals, and standards. My skills in relationship building have been extremely useful in creating a working environment based on trust between colleagues, clients and contractors paving the way for win-win relations. My expertise is both at the daily operations and strategy level of client account management and development. I am bi-national (an Italian and Uruguayan citizen), settled in UK, and fluid in other European languages.

## Experience

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- **Account Director**

MaxBill | Sep 2010 - May 2024

During this tenure with MaxBill I have:

- Set up the internal structure, procedures and team to ensure our clients' customer success:  
KPN / RoutIT, Cinia / Netplaza / Lounea, Integrio, 888 Holdings / William Hill, Evolution / NetEnt & Red Tiger, Galp, Communal Energy Partners, Audiocodes
- Lead customer care and billing implementation projects.
- Supported production installations of MaxBill leading a customer support team.

## Education & Training

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- **UCUDAL**

IT Engineer,