



Matilde Paisana

Client Services Manager

📍 London, UK

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Languages

Spanish (Fluent)

Portuguese (Native)

English (Fluent)

French (Fluent)

About

Partner Success Account Manager at Artsy 3.5 years experience working in Account Management. Currently managing a portfolio of 200+ partners in the EMEA region for Artsy. Experience working on e-commerce strategy in a competitive and fast-paced environment while maintaining resilience, adaptability and delivering results. Fluent in English, French, Portuguese, and Spanish.

BRANDS WORKED WITH

AlphaSights

Artsy

Experience



● Partner Success, Account Manager

Artsy | Jan 2021 - Now

World's largest e-commerce marketplace for contemporary art.

Managing relationships with over 200+ gallery partners

Retaining 75% of recurring monthly revenue on a quarterly basis, exceeding targets

Upselling partners to higher subscription plans and cross-selling advertising opportunities

Designing e-commerce and digital marketing strategies on a quarterly basis with all clients

Collaborating with product teams on product development and workshops with partners



● Client Services Team, Senior Associate

AlphaSights | Jan 2019 - Dec 2020

Information services companies connecting investment companies with industry leading experts.

Partnering with consulting clients from 7 countries in Europe on due diligence work, market mapping exercises and competitive analyses by identifying and vetting industry experts

Contributed with more than 400K of revenue in 18 months

Managing multiple global projects at once, interfacing with teams in New York, Hong Kong, and Dubai.

Contributed to the growth of a key French account by 20% through my strong negotiation, collaboration and fluent French speaking skills