

MAXIMILIAN DUNNE

Strong understanding of Tech & Marketing | Wide-range of Market Knowledge | Fluent in English & German

Customer Success & Commercial Leader with 10+ years driving acquisition and growth of Enterprise clients across SaaS, Fintech, HRTech, and high-growth startups. Blend of commercial strategy, technical fluency, and team leadership.

- 10+ Years Business Development, Sales, Customer Success and Account Management
- 5+ Years Managing Teams & Training Employees
- 5+ Years in Startups
- 4+ Years SaaS & PaaS Experience
- 3+ Years Recruitment (Agency & Internal)

PROFESSIONAL EXPERIENCE

Customer Success Manager **(Enterprise & Mid-Market)**

Global-e | Oct 2024 – Present

- Signed expansion deal leading to over 200% Growth in Gross Merchandise Revenue (Enterprise Account)
- Strategic Recommendations led to over 450% Growth in GMV (Enterprise Account)
- Managing a \$40M+ GMV portfolio of complex Enterprise & Mid-Market accounts primarily in the DACH region, including multi-entity and multi-market accounts
- Delivered zero preventable churn, with only two exits; one due to insolvency and one due to acquisition.
- Conducting analysis, preparing, and presenting periodic performance reports and Quarterly Business Reviews (QBRs)
- Project Management and extensive collaboration with Solutions and Operations across both Integration & Live Projects
- Leading Cross-Team Projects focused on process improvement, as well as Individual & Group Training

Independent Consultant (Sabbatical)

Oct 2022 – Sep 2024

- Delivered New Market Entry roadmap for multinational (DACH expansion)
- Built GTM strategies for 2 EdTech startups
- Designed operational processes for staffing tech platform
- Completed Full-Stack JavaScript Bootcamp

Head of Client Engagement & Success

Koda Talent (Koda Staff) | Apr 2022 – Aug 2022

- Owned commercial function across Sales, Marketing & Customer Success (2 direct reports).
- Defined roadmap and USP through competitor analysis

Head of Business Development **& Customer Success**

teamtogether | Nov 2020 – Apr 2022

- Increased value of contract renewals by over 200%
- Defined & Implemented strategy for Global acquisition of Enterprise accounts
- Led Global Business Development & Sales in the Financial Services, IT and Government sectors
- Led cross-functional Sales & Marketing teams (3 direct reports) and owned Customer Success for Key Accounts
- Led Sales & Process Training

Senior Business Development Manager

Real Links | Jan 2019 – July 2020

- Exceeded Monthly Targets & KPIs by over 100% by building a pipeline worth over £200M in Total Contract Value
- Led Business Development & Sales in the Financial Services, and Engineering sectors across Europe
- Managed Customer Success through Integration, Implementation, and for live accounts
- Defined & Implemented strategy for New Market Entry into Canada
- Led Sales & Process Training
- Designed the logic framework for the platform's matching engine
- Assessment, selection, and training of Outsourcing operations for lead generation

Director of Business Development & COO

The Fintech Times | Nov 2017 – Jan 2019

- **Increased month-on-month revenue by 140%**
- Business Development, Sales & Account Management in the Fintech, Insurtech, Regtech, and Blockchain industries
- Defined Business Development & Sales strategies, forecasts, and targets
- Managed Key Accounts
- Directed Sales, Marketing, and Editorial functions (8 direct reports)
- Designed & Implemented new products and services
- Led all Recruitment activity, as well as Sales & Process training

Business Development Consultant & Talent Acquisition Lead (Contract)

Midrive
(Acquired by The AA)

May 2017 – Nov 2017

Business Consultant (Contract)

Accomable
(Acquired by Airbnb)

Dec 2016 – May 2017

Senior Recruitment Consultant

Hydrogen Group

May 2016 – Oct 2016

Recruitment Consultant

Staffgroup

Jun 2015 – May 2016

EDUCATION

Full Stack JavaScript Bootcamp

Northcoders

Business Management with Economics (BSc)

University of Roehampton

Upper Second Class Honours (2.1)

INDUSTRY & MARKET KNOWLEDGE

Financial Services | Fintech | Software | SaaS | PaaS | Professional Services | Automotive | B2B | E-Commerce | HRTech | Logistics

SOFTWARE SKILLS & PLATFORMS

Hubspot | Salesforce | Zendesk | Shopify | ChatGPT | Shopware | Notion | Intercom | GA4 | JIRA | Qlik | Gemini

TECHNICAL FLUENCY

JavaScript, SQL | Node.js, React, Express | PostgreSQL | API integrations | Agile/Scrum | Git

PERSONAL INTERESTS

Dystopian Literature | Football | Music | Journalism | Japanese Culture | Gastronomy | Innovation | Travel | Tattoos