



Pedro Pérez Fernández

CUSTOMER SUCCESS MANAGER

Phone +34 654397501

E-mail: Pedro.perezfernandez@outlook.com

Linkedin: <https://www.linkedin.com/in/pedroperezf/>

Website: <https://pedropf.com> pwd: Mywebsite2024-

I'm just a Digital Transformation enthusiast enjoying this ride, always looking for new challenges. I'm highly experienced on Account management, Customer Success oriented & WW Enterprise Support, having managed multiple high-value Enterprise Level accounts worldwide, which has provided me with the opportunity of learning from difference working cultures. I always do my best to ensure that I can be relied upon and trusted, having as main goal help my customers to get the maximum benefit of their investment in our technologies.

LANGUAGES

Spanish

- Native

English

- Full professional proficiency

French

- Beginner

CERTIFICATIONS

Palo Alto Networks

- SASE SE
- PC CET

AWS

- Certified Solutions Architect - Associate (SAA)

Citrix:

- CC-VAD-CC (Cloud)
- CC-VAD-MA (Cloud)
- CCA-V, CCE-V, CCP-M, CCSP

Exin

- ITIL V3 Foundation

Microsoft

- MCITP (Legacy),
- MCSA (Legacy)

OTHER RELATED SKILLS

Cloud SaaS & IaaS:

- Citrix Cloud, Google Cloud, AWS, Microsoft Azure

Cloud Security frameworks:

- SASE

EDUCATION

- **2002 - Associate Bachelor Degree Computer Science**
University of Alcalá de Henares // IES A. Avellaneda, Madrid
- **2018 - Master Degree Digital Transformation**
Madrid, IE Business School

WORK EXPERIENCE OVERVIEW

- **PALO ALTO NETWORKS** – Jul 2022 to date
Senior Customer Success Manager (SASE team)
 - Focus on client satisfaction, enhancing retention, renewals, and adoption rates.
 - Establish strategic relationships, manage customer health, and mitigate risks post-onboarding.
 - Conduct periodic strategic business reviews, aligning outcomes with Palo Alto solutions.
 - Engage in strategic account planning with key stakeholders, acting as a renewals brand ambassador
 - Managing the relationship with Enterprise WW accounts with an Account portfolio of \$10M ARR
- **CITRIX** – Sept 2011 to June 2022
Lead Technical Account Manager // Customer Success Manager
 - My first responsibility is to understand how customer's virtualization, mobility, networking, and cloud solutions interact with the business.
 - Focus on leading onboarding experience, adoption, and expansion, providing guidelines and advice, as well as building and maintaining relationships.
 - Understanding and ensuring successful execution of the customers objectives through Success plans and QBR's
 - Valued as a single point of contact and the "face of Citrix" to my customers.
 - Providing content, mentoring and leadership through more difficult scenarios across the team
- **SELLCOM GROUP** – Mar 2011 // Aug 2011
Project Manager – Presales Engineer
 - Acting as Technical Pre-sales and Project manager
 - Leading the implementation of projects with different technologies

I am just referring to my last 3 positions. You can get complete details visiting my Online resume at pedropf.com, and entering this password to see the content: Mywebsite2024-