

**EREZ BROITMAN** | Experienced Customer Success Leader & Team Manager

erezbroitman@gmail.com | +886-961-111-061 | [Linkedin](#)

## ABOUT ME

- Highly accomplished and customer-focused leader with over 10 years of experience in SaaS markets, specializing in driving customer success, fostering strong relationships, and leading high-performing teams.
- Proven ability to elevate customer experience, enhance product adoption, and significantly impact key operational metrics, including churn reduction, net retention, and revenue growth within existing accounts.
- Experienced in building strategic partnerships at all organizational levels, with a track record of driving continuous operational improvement.
- Using AI as a force multiplier — not just a buzzword.

## WORK EXPERIENCE

**Logipeace** | Head of Commercial Operations (2024 - Present), Remote

- Leading sales and business development efforts, focusing on delivering innovative AI solutions tailored for the freight industry.
- Managing the entire sales cycle, from lead generation to project implementation, ensuring client satisfaction and operational excellence.
- Leading product-market-fit efforts based on customer feedback, industry needs and available resources and tools.

**WebCargo** | Head of Customer Success Teams (2020 - 2023), Remote

- Led and managed two dedicated Customer Success teams, accountable for rollouts and onboarding, enhancing customer experience, driving product adoption, and preventing churn for the company's primary revenue streams (managing dozens of 6 and 7-digit US\$ ARR deals), as well as opening new revenue streams (payments, fintech tools).
- Drove significant improvements in key operational metrics by developing and executing customer success projects that resulted in a double-digit increase in product utilization year-over-year.
- Cultivated strong relationships with C-level and VP-level executives across industry top-30 companies, strategically expanding deals and increasing net retention by effectively managing customer crises and identifying growth opportunities.
- Coordinated seamlessly across multiple stakeholders and global locations to align team and customer needs, ensuring optimal product utilization and promoting opportunities for increased customer lifetime value.
- Managed budget, revenue, and resource planning for customer success teams, demonstrating strong operational expertise and strategic execution in coordination with leadership and finance.

**Danlon Ltd.** | Founding Manager (2018-2020, 2023-2024)

- Founded and grew a cross-border trading and sourcing business serving European and US customers; built supplier and logistics partner network across Asia, managing P&L, prospecting, closing deals and monitoring the production and delivery processes.

**Freightos Ltd.** | Commercial Lead, APAC (2015-2018), Remote

- Managed global enterprise accounts for industry top 5 clients in APAC, serving as a Commercial Lead with a strong focus on customer-facing operations, resulting in 8X growth in user numbers and revenue.
- Leveraged deep understanding of SaaS sales cycles to build and maintain robust customer relationships, driving long-term value and adoption.

**SKILLS**

- **Technical Skills:** Experienced user of organizational communication, management, and reporting tools such as Slack, Atlassian (Jira, Trello), Salesforce/Pipedrive, Zoho (CRM, Projects, Analytics), ToTango, ZenDesk, Intercom, Domo. Various AI automation tools (from Claude Code to Canva and other agentic AI tools).
- Adept at creating relevant customer-facing reports and dashboards that are actually read.
- Fast learner of new tools and technologies, committed to continuous improvement.
- Strong influence through persuasion, negotiation, and consensus building.
- Excellent communication and presentation skills.

**EDUCATION**

**M.B.A.** - National Taiwan Normal University (2009-2011)

**B.A. (East Asian Studies & School of History)** - Hebrew University of Jerusalem (2004-2007)

**LANGUAGES**

English, Chinese (Mandarin), Spanish, Italian, Hebrew