

Youssef Binni

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🌐 Youssef Binni

Profile

Customer Success Manager with 2+ years of experience in SaaS and ERP environments. Specialized in client retention, product adoption, and strategic account management. Strong technical background with proven problem-solving and cross-functional collaboration skills.

Work Experience

Customer Success Manager, *Click Round Technologies*

2025 Jan – Present

Account Management

Ghana, Accra.

- Build and maintain strong, trusted relationships with clients to drive long-term success, retention, and satisfaction.
- Serve as the primary point of contact for assigned accounts, ensuring client needs are understood and exceeded.
- Deliver strategic, outcome-driven solutions aligned with client business goals to maximize customer value and adoption.
- Manage multiple accounts and initiatives simultaneously, ensuring timely delivery and clear stakeholder communication.

Customer Communication & Relationship Building

- Maintain proactive, transparent, and consistent communication with clients and internal teams.
- Strengthen long-term partnerships through active listening, regular check-ins, and responsive support.
- Advocate for customer needs internally to enhance processes, solutions, and overall customer experience.

Problem Solving & Strategic Thinking

- Identify risks and challenges early, developing tailored success plans to meet evolving client needs.
- Analyze customer feedback to refine strategies and resolve complex issues effectively.
- Apply critical thinking to deliver practical, scalable solutions that improve customer outcomes.

Time & Project Management

- Prioritize tasks efficiently to meet deadlines while managing competing customer demands.
- Oversee multiple customer projects concurrently, ensuring successful execution within agreed timelines.

Technical Customer Support, *Click Round Technologies*

2023 Jan – 2025 Jan

Software Support and Development

Saidon, Lebanon

- Help customers understand and efficiently use ERP software.
- Guide users through navigation and resolve interface or functionality issues.
- Collaborate on software development to customize and improve features.

Database Administration

- Perform backups, optimize performance, and ensure database security.

- Support data migration and integration efforts.

Communication and Problem-Solving

- Simplify complex technical concepts for customers.
- Troubleshoot issues and adapt to new technologies effectively.

Education

Bachelor's Degree - Information Technology,
Eastern Mediterranean University
GPA: 3.4/4.0

2018 Sep – 2023 Jul

Languages

- Arabic
- English

Skills

Programming Languages:

- Python, PHP, JavaScript, C++, HTML, CSS.

Web Development:

- Responsive Design, Frontend & Backend Integration, Wordpress.

Soft Skills:

- Technical Documentation, Cross-functional Collaboration, Customer Support Problem-Solving, Leadership, Critical Thinking.

Database Management:

- SQL, PL/SQL, Data Optimization, Backup & Recovery.

Cybersecurity:

- Red/Blue Team Practices, Risk Assessment, Threat Mitigation.

Game Development

- Multiplayer Networking (Steam), Gameplay Programming, UI/UX Design and Implementation, Blueprint System (UE4/UE5), Debugging, and Optimization.