

YASMINA MOGHNIEH

Customer Success Manager

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[Linkedin Profile](#)

SUMMARY

Experienced Customer Success Manager with a strong background in driving client engagement, onboarding, and ensuring long-term satisfaction within the SaaS Fintech industry. Skilled at guiding clients through smooth onboarding processes, addressing queries, and offering proactive support to maximize product adoption and success. Expertise in building and maintaining strong client relationships, monitoring product usage, and following up to ensure that clients achieve their business objectives. Passionate about understanding customer needs, driving product value, and ensuring seamless integration to help clients thrive in the fintech space

WORK EXPERIENCE

Customer Success Manager (in SaaS / FinTech)

2025 - Present

Qashio | Dubai - Full Time on Site

- Act as the primary point of contact for clients post-implementation
- Onboard new clients, guiding them through product setup, training, and best practices.
- Develop strong relationships with key stakeholders to understand their business goals and align the solution accordingly.
- Monitor account health using usage metrics, feedback, and proactively address risks or issues.
- Advocate for clients internally, collaborating with product, support, and sales teams to ensure customer needs are met.
- Drive product adoption and usage by educating customers on features and workflows.
- Identify upsell and expansion opportunities in collaboration with the sales team.
- Gather and relay customer feedback to product teams for continuous improvement.
- Maintain regular check-ins to ensure ongoing customer engagement and success.

Business Development Specialist

2024 - 2025

CloudKitchens (KitchenPark) | Dubai - Full Time on Site

- Contact inbound leads from social media platforms (Meta, Google, Web, etc.).
- Prospect and engage restaurants or a group of restaurants in cloud kitchen business models.
- Qualify and convert leads into opportunities on Salesforce.
- Identify client pain points and needs to facilitate a smooth sales process for the sales executive.
- Organize Street Day events with the sales team to target new clients.
- Collaborate with the team and management to achieve daily, monthly, and quarterly KPIs.

Sales Engineer & Designer (WPC Doors & Closets)

2021 - 2024

Faham Doors | Dubai - Full Time On Site

- Greet the client and provide a showroom tour.
- Follow up on lead generation efforts and convert leads into opportunities on Odoo.
- Create quotations and 3D designs on Odoo based on measurements or existing plans.
- Meet with the client to discuss details and finalize the design.
- Request and compare final measurements, making necessary revisions.
- Place purchase orders for materials, accessories, and hardware.
- Coordinate with the client to schedule installation.
- Prepare a cutting list for closet materials and send it to fabrication.

Freelance Interior Designer

2018-2024

Self Employed | Lebanon , KSA , UAE - Remote

- Conduct online meetings with clients to understand their needs and preferences.
- Prepare a mood board to establish the project concept and design direction.
- Develop and deliver a full set of technical drawings with 3D models.
- Offer virtual design consultations and remote design solutions for clients.
- Ensure timely project completion by managing schedules and deadlines.
- Revise designs based on client feedback to achieve the desired outcome.
- Stay updated on the latest design trends, materials, and technology in the industry.

Mid-Level Interior Designer

2018-2021

G Consultants | Lebanon , KSA - Full Time Hybrid

- Transformed spaces, increasing client satisfaction and property value.
- Designed functional layouts that maximize space efficiency and aesthetics.
- Led design presentations and collaborated with contractors to ensure timely project delivery.
- Coordinated with vendors to secure quality materials within budget.
- Utilized 3D modeling to visualize designs and enhance client engagement.
- Conducted site visits for quality control and design integrity.
- Managed and mentored junior designers, improving project efficiency.
- Researched market trends to develop innovative, client-focused designs.

Junior Interior Designer

2016-2018

Creawood & Amani Adham Architects | Lebanon - Part Time On Site

- Assist in creating design concepts, layouts, and technical drawings.
- Meet with clients to understand their needs and preferences.
- Prepare mood boards, material selections, and color palettes.
- Develop 3D models and collaborate with senior designers, architects, and contractors.
- Source materials, furniture, and décor within budget and assist with cost estimates.
- Conduct site visits for measurements, installations, and quality checks.
- Stay updated on design trends, materials, and innovations.
- Manage project documentation and client approvals.

EDUCATION

Bachelor of Art in Interior Design

2014-2018

American University of Science & Technoogy | Lebanon

- Degree with Honor

ADDITIONAL INFORMATION

- **Technical Skills:** Autocad , 3Ds Max , Lumion, Sketchup , Vray Render , Corona Renderer, Photoshop , Illustrator , Indesign , Premiere Pro , Odoo CRM Tool , Hubspot, Notion, Salesforce CRM, Linkedin Sales Navigator , Microsoft Office , Google Calendar , Google Slides, Google Docs , Google Sheets , Asana , MoreApp , Workday , Slack.
- **Personal Skills :** Communication & Negotiation Skills , Time Management , Adaptability , Teamwork , Leadership , Creativity , Critical Thinking, relationship-building,
- **Languages:** Arabic , English , French
- **Driving License :** Valid