

GALAKTIONI DANELIA

Customer Success Manager

Tbilisi, Georgia · Remote (GMT+4) · galadanelia1@gmail.com

SUMMARY

Customer-focused professional combining a proven sales record with hands-on software engineering. Spent over a year as the sole salesperson at a real-estate firm, closing a deal every month, then several years building the CRM and SaaS platforms customer teams depend on. Now focused on Customer Success, where relationship-building and technical fluency directly drive onboarding, retention, and growth.

CORE SKILLS

Customer Success · Customer Onboarding · Customer Retention · Account Management · Client Relationship Management · Stakeholder Management · CRM platforms · SaaS · Customer Support · Technical troubleshooting · Sales

EXPERIENCE

Web Developer

2022 – Present

- Built and maintained web apps, CRMs, dashboards, and internal business platforms that customer and operations teams rely on daily.
- Delivered an end-to-end internal platform that replaced manual spreadsheets, improving how a team and its customers tracked operations.
- Partnered with stakeholders to ship what users actually needed — learning each product from the user's side.

Real-Estate Sales Specialist — DK Investment, Tbilisi

Jan 2020 – Jun 2021

- Sole salesperson; closed at least one deal every month for a full year.
- Built and maintained daily client relationships from first contact through close.

CUSTOMER SUCCESS TRAINING

- Completed an online Customer Success course led by Tekla, an Experience CSM Lead.
[linkedin.com/in/teklatoppings](https://www.linkedin.com/in/teklatoppings)

LANGUAGES

English · Georgian