

Nikita Akulov

Personal Information

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Skills

- People Management
- Aftersales Client Relations
- Project Management
- Change Leadership
- Business Optimization
- Strategic Planning

Languages

- English

- French

- Russian

- Spanish

- Maltese

Education

MBA, University of South Wales

Location, Status

Malta, Long-Term Permanent Resident with full employment rights (no employment visa sponsorship required)

Account Management/Customer Success leader with international revenue management acumen and global leadership experience. Well versed in developing accounts coupled with strong change management capabilities. Awareness of various business cultures allows me to navigate multifaceted and complex customer issues across geographical locations with ease.

EXPERIENCE

1) January 2022 – Present time, **Vice President of Customer Success** at **Invicti Security**

- Strategic leadership of post-sale functions
- Retention and existing logo revenue growth management
- Business process optimization
- Reporting to c-suite

2) January 2020 – January 2022, **Director of Customer Success** at **Invicti Security**

- Management of post-sale functions
- Retention and existing logo revenue growth management
- Business process optimization
- Reporting to senior executives

3) April 2018 – November 2019, **Head of Account Management/Global Operations Manager** at **Tek Experts**

- Leading a global organization of Post-Sales Account Managers
- Developed a number of individual contributors into functional leaders/people managers
- Managing multilingual and multicultural resources on a worldwide basis
- Successful management of organizational changes and business optimization
- Reporting to senior executives

4) December 2015 – April 2018, **Regional Manager** at **Tek Experts**

- Leading a department of around 30 Post-Sales Account Managers
- Developing individual contributors
- Managing multilingual and multicultural resources
- Successful management of organizational changes
- Recruitment

5) November 2014 – December 2015, **Account Manager** at **Tek Experts**

- Building, maintaining and protecting client relationships
- Managing a range of activities and team members of an assigned region
- Liaising between various departments within a leading global IT software and hardware vendor, at executive and managerial levels
- Assisting with managerial escalations as well as tackling them proactively
- Training and mentoring newcomers

6) January 2012 – August 2012, **Regional Manager** at **Global Conferences**

- Client account management
- Sales through long-term customer relationships
- Full sales cycle from initial contact to closing deals
- Negotiation management