



## Contact

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## Key Skills

Strategic Account Management

Customer Success Playbook Design

Value Storytelling & Business Reviews

Adoption Strategy & Enablement

Tool Building (Python, Javascript)

UX Benchmarking & Friction Analysis

Peer Onboarding & Training

Cross-functional Influence

## Certifications

Baymard Institute – E-Commerce UX (2023)

Time Management & Focus Training

Customer Success Fundamentals

## Education

EPITA – Master's in Computer Engineering (Class of 2012)

## Languages

French (Native)

English (Full Professional)

# Emir Belkahia

## Strategic Customer Success Manager

Strategic Thinker & System Builder

- +13 quarters GRR >100% on strategic accounts
- Thought leader writing on CS clarity & automation
- Codified CS best practices into scalable onboarding & internal training

*Looking to bring structure and strategic clarity to high-impact CS organizations.*

## Summary

Staff CSM at Algolia, focused on high-stakes accounts and scalable enablement. I design systems—frameworks, onboarding materials, automation tools—that boost CS adoption and team performance.

I specialize in turning unclear, ad-hoc motions into repeatable workflows. I build internal playbooks, onboard peers, and lead structured benchmarks that help teams scale consistently.

My edge: making CS execution frictionless, measurable, and scalable—without losing sight of impact.

## Thought Leadership & Tools

- Tactical CS insights & mental models published on [Medium](#) — *SharpCustomerSuccess*
- Open-source dashboards & automation scripts shared on [GitHub](#)

## Professional Experience

### Staff Customer Success Manager

**Algolia – Apr 2025 to Present**

Paris, France

- Owned Strategic-tier accounts with >100% gross revenue retention over 13 consecutive quarters.
- Enabled +5 to +15% uplift in conversion rate for e-commerce clients via hands-on search optimization and benchmarking.
- Helped strategic accounts achieve ROI up to 10x their Algolia investment through adoption playbooks and CS tooling.
- Onboarded and mentored peers by codifying best practices into team-wide playbooks and guides.
- Partnered across teams to turn messy CS processes into streamlined playbooks and tools.

**Developed skills:** Strategic account ownership, Systems thinking, Continuous feedback

## Senior Customer Success Manager

Algolia – Apr 2021 to Apr 2025

Paris, France

- Managed Enterprise and Strategic accounts and delivered structured QBRs.
- Led successful renewals in uncertain contexts and created onboarding guides used team-wide.
- Developed customer-facing playbooks adopted by multiple high-value accounts.

**Developed skills:** Renewal strategy, Scalable content creation, Adoption strategy

## Technical Account Manager

Kurmi Software – Dec 2016 to Apr 2021

Boulogne-Billancourt, France

- Supported pre-sales, delivery, and customer engagement for enterprise platforms.

**Developed skills:** Pre-sales support, Adaptive messaging, Cross-function communication

## Consultant – Digital Innovation

Wavestone – Sep 2012 to Nov 2016

Paris, France

- Led B2B transformation programs with a focus on system clarity and operational alignment.

**Developed skills:** Project management, Technical deployment, RFP management

## Personal Interests

- **Reading:** Strategic non-fiction (e.g. Cialdini, Covey, 7 Pillars of Customer Success, The Trusted Advisor)
- **Video:** GoPro & drone storytelling and editing
- **Tech & UX:** Certified UX specialist with a sharp eye for frictionless systems. I enjoy building well crafted tools.
- **Discipline:** Long-distance runner mindset, focused on consistency and endurance
- **Gaming:** Automation & narrative-driven titles (Factorio, The Last of Us)