

# Emir Belkahia



## Strategic Customer Success Manager

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Strategic CSM with 13+ years in enterprise B2B. I combine business acumen with hands-on AI expertise to help customers realize measurable value — and I build the tools to accelerate it.

- 15 consecutive quarters GRR >100% — Presidents Club 2023 & 2024
- Bridges customer business goals and technical capabilities
- 40+ tools built with AI — from client-facing outcomes to internal CS tooling

### KEY SKILLS

- Value Realization & Business Reviews
- Strategic Account Management
- AI Tool Building & LLM Agents
- Technical Enablement & Adoption
- Customer Success Playbook Design
- RAG & Workflow Automation
- Solution Architecture for CS
- Cross-Functional Program Management
- AI Agent Orchestration

### PROFESSIONAL EXPERIENCE

#### Staff Customer Success Manager

Apr 2025 – Present

Algolia | Paris, France

- Managed a ~\$6M ARR portfolio of 10–12 Strategic accounts, including 2 accounts >\$1M ARR with operations spanning 50+ countries and 10+ internal teams.
- Enabled +5 to +15% conversion rate uplift and up to 10x ROI for e-commerce clients via success plans, adoption playbooks, and hands-on search optimization.
- Led solution architecture workshops with enterprise clients and executive sponsors to scope AI and search integrations, translating business objectives into technical constraints and deployment milestones.
- Built AI-powered tools including RAG pipelines, real-time voice AI workflows, and LLM agents to compound team efficiency and customer intelligence.
- Coached multiple peers on account strategy and execution, codified best practices into team-wide playbooks, and served as interim CS manager (Jan 2026) during parental leave coverage.
- Delivered talks at Tech for Retail (Paris) and co-hosted partner webinars on agentic AI, search relevance, and agent protocols (MCP, UCP), building external visibility for the CS function.

#### Senior Customer Success Manager

Apr 2021 – Apr 2025

Algolia | Paris, France

- Managed a ~\$3M ARR portfolio of 30–40 Enterprise accounts across e-commerce B2C and B2B verticals, operating across high-touch and scaled engagement tiers.
- Awarded Algolia Presidents Club 2023 and 2024, the top company recognition for revenue retention and customer growth performance.
- Delivered structured Business Reviews with data-driven insights, drove renewals in uncertain contexts, and created onboarding guides adopted team-wide.
- Delivered onsite and remote enablement sessions, group-wide training across multiple countries, and change management and champion building programs for enterprise clients in high-complexity industries.

#### Technical Account Manager

Dec 2016 – Apr 2021

Kurmi Software | Boulogne-Billancourt, France

- Owned the end-to-end technical relationship for enterprise telecom clients: from pre-sales scoping through delivery, adoption, and expansion.

- Led technical discovery calls, product demos, and POCs during the sales cycle, translating customer needs into technical requirements.
- Collaborated with Sales to close deals by addressing technical objections and architecting tailored solutions.
- Post-sale, ensured successful deployment and drove adoption through hands-on technical enablement.

## Consultant – Digital Transformation

Sep 2012 – Nov 2016

Wavestone | Paris, France

- Led an 18-month enterprise telephony renewal at a major French investment bank: managed two parallel RFPs from requirements gathering through vendor selection to full production rollout, supervising a junior consultant.
- Led additional digital transformation programs for enterprise clients: system architecture, process design, and operational alignment.

## SELECTED PROJECTS

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### Gainsight AI Overlay

Mini-SaaS built by a CSM for CSMs: voice brain dump → LLM analysis → automatic CRM field population with confidence scoring, reducing administrative work to near zero. Chrome Extension bridge on Gainsight. (Next.js, OpenAI API, Chrome Extension MV3)

### Real-Time Voice Agent

Built a real-time voice agent with the full STT → LLM → TTS pipeline using Pipecat: speech input, GPT-4o streaming, sentence aggregation, and Gradium text-to-speech output via WebSocket. (Python, Pipecat, OpenAI SDK, FastAPI)

### RAG Pipeline with LLM Embeddings

Automated knowledge base pipeline: Google Drive trigger → Embeddings API → Pinecone vector store → RAG chat agent. Full retrieval-augmented generation pattern. (n8n, OpenAI API, Pinecone)

### LLM Business Review Agent

Voice-to-slides automation: Telegram voice note → Whisper STT → PII guardrails → LLM structured JSON output → Google Slides generation. Shipped for CS team internal use. (n8n, OpenAI API)

40+ projects shipped, including Chrome Extensions, LLM-as-Judge QA workflows, and CRM automation suites. Code on GitHub, writing on Medium.

## EDUCATION & CERTIFICATIONS

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EPITA – Master's in Computer Engineering 2012

SuccessCOACHING – Certified Customer Success Manager (CCSM) Levels 1–5 2026

Baymard Institute – E-Commerce UX Professional, Tier 2 2023

## LANGUAGES

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French (Native) | English (Full Professional)

## PERSONAL INTERESTS

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- **Video:** GoPro & drone storytelling and editing
- **Reading:** Strategic non-fiction (The Trusted Advisor, Influence by Cialdini, 7 Pillars of Customer Success)
- **Running:** Long-distance, consistency over speed
- **Gaming:** Automation & narrative-driven titles (Factorio, The Last of Us)