

ANGELO CARLO PACHECO

CUSTOMER SUCCESS MANAGER (TECHNICAL LEAD), SOFTWARE ASSET MANAGER, AND TECHNICAL SUPPORT

◦ DETAILS ◦

Katy, Texas
acdpatcheco@gmail.com
346-634-4355

◦ SKILLS ◦

Customer Success, Customer Retention and Satisfaction
Customer Relationship at all levels (C-level, Division Leaders, End-Users)

Technical Acumen, Technical Support, Problem Solving
Software Asset Management
Presales, Solution Architecture
Communications and Public Speaking
Chargeback Projects, Digital Technology & Transformations (AI)
Business Intelligence Tools and Data Analysis (Power BI, Spotfire, etc.)
Team Leadership, Process Management, Line Management
Collaboration, Training, Mentorship, and Hiring
System Deployment and Configuration, Software Engineering, Scripting, MS SQL Server
Project Management, Quality Assurance
ServiceNow Integration
Microsoft Certified Professional
Python Programming
Virtualizations, Cloud Migrations and Integrations
Geographic Information Systems

◦ LANGUAGES ◦

English, Tagalog

👤 PROFILE

An accomplished Customer Success Manager for an international IT company and a Certified Software Asset Manager (CSAM) with proven track record in customer retention and satisfaction, software vendor negotiations, and technical support.

Bringing forth 15 years of experience streamlining business processes and cultivating team spirit and morale. Dedicated to increasing sales by providing customers with great satisfaction. A strong team player with excellent collaboration skills, and a commitment to maximizing deliverables and productivity. Helped companies be more productive and efficient by combining technologies and analytical work.

📁 EMPLOYMENT HISTORY

Customer Success Manager at OPEN IT, INC., Houston

November 2019 – Present

- Pioneered the Open iT Customer Success Team in 2019, serving all North America accounts including fortune 500 companies during the hardest years of pandemic (Customer references available upon request*)
- Managed simultaneously more than 50 customer accounts in North America with more than 95% renewal rate (100% renewal rate during pandemic). Total annual revenue stream of over \$2 Million from Maintenance and Support fees (\$10 Million average annual perpetual licenses)
- Developed and maintained enduring client partnerships, guiding them through software asset management best practices. Resulting to 20-50% savings in software licenses expenditure.
- Enhanced customer retention by delivering tailored support and fostering deep client engagement. There is no such system that will perfectly fit any enterprise setup, I have 15 years of experience of bridging this gap.
- Utilized technical proficiency to bridge communication gaps in requirements specifications. It is critical to understand the business requirements and translate them into technical specifications for our software developers.
- Different technical groups have cultural barriers – being part of these groups in my previous roles taught me social engineering and to build strategies that are effective and efficient.

Business Analyst, Solutions Engineer at Open iT Philippines, Inc., Lucena Philippines and Open iT Inc. Houston

January 2016 – November 2019

- Lead the Presales team helping our sales team with product demonstration and solution engineering. Averaging \$5 Million Annual revenues from new customers
- Played integral roles in product ideation, design, and implementation, leveraging technical expertise to bridge business requirements with software solutions.

Senior Technical Support (Level 1, 2 and 3), at Open iT Philippines, Inc., Philippines

December 2009 – January 2016

- Started as Quality Assurance Engineer, served in Product Development, and maintained customer enterprise environment in Asia Pacific (Philippines, Singapore, Thailand, , India) and Europe regions (Norway, Italy, Sweden, etc.)
- Collaborated closely with internal teams to streamline processes and enhance product features, translating customer feedback into actionable development initiatives.
- Leveraged strong analytical and communication skills to interpret complex business needs and translate them into technical specifications.

◦ HOBBIES ◦

3D Printing, 3D Modeling and Designs, Micro-controllers and Microcomputers Programming such as Raspberry and Arduino

Geographic Information System (GIS) Programmer at International Rice Research Institute, Los Baños, Philippines

April 2008 — December 2009

- Published in 2009 as co-author: World Rice Maps – Remote Sensing Application to feed the world
- Spearheaded the development and optimization of GIS applications using advanced statistical languages for a globally recognized agricultural mapping project.
- Leveraged technical acumen in GIS programming to contribute to the success of high-impact research initiatives.
- Applied problem-solving skills to address complex data integration challenges and ensure project deliverables met rigorous standards.
- Collaborated with multidisciplinary teams to refine project objectives and implement innovative technical solutions.

🎓 EDUCATION

Bachelor of Computer Science
University of the Philippines
Computer Science Center of Excellence 2005-2009

Licenses and Certifications:

Certified Software Asset Manager, International Association of IT Asset Manager (IAITAM)
MCPS, Microsoft Certified Professional, Microsoft
Certified Systems Engineer, Open iT Inc.



Speaking Engagements

April 2015 — Present

Speaker at multiple industry conferences including:

IAITAM ACE (2019 San Diego, 2023 Nashville, 2024 Las Vegas)

COE Conferences (2023 Miami)

CELUG Conference (2019 New Orleans)

ITFMA (2016 New Orleans)

Open iT Software Asset Management Forum (2015 Manila Philippines)

📄 REFERENCES

Linda Cole from Open iT Inc.

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Romeo Salayo from Open iT Inc.

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Chaim Lederman from Open iT Inc.

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Scott McDonald from Grid Gateway

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Customer references will be available upon request

Huge network of professionals from Fortune 500 companies like Shell, Conoco Phillips, General Motors, Toyota Motors North America, General Electric, NASA Goddard, Jet Propulsions Laboratory, Boeing, Seagate, Dow Chemicals, Collins Aerospace, Technip Energies, Technip FMC, etc.