

## Senior Customer Success Manager: Digital Identity Verification at Regula

### Summary

Keen Business Development Manager and information technology aficionado with a strong belief that communication is a ticket to success, if you pay attention and learn to do it effectively.

My passion is unveiling the world of Regula Document Reader SDK to the involved interlocutors - a software for automatic ID documents processing and verification. The solution can read and validate more than 10,000 types of ID templates on both iOS and Android mobile platforms. The Document Reader SDK for mobile applications is used by law-enforcement agencies, flight booking and online check-in systems, air ticket sales agencies and other organizations dealing with identity documents. Mobile apps that use document recognition technology can significantly increase customer satisfaction and loyalty by making the document checking process quicker and less prone to errors.

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### Experience

#### Regula

3 years 8 months

#### Senior Customer Success Manager: Digital Identity Verification at Regula

January 2022 - Present (2 years 8 months)

Warsaw, Mazowieckie, Poland

#### Business Development Manager: Mobile and Web Solutions

January 2021 - Present (3 years 8 months)

With over 25 years on the high-tech market, Regula Forensics is justly regarded as the leading manufacturer of expert devices for authenticating documents, banknotes and securities. We work at 88 international borders

### Top Skills

Regula Face SDK

Regula Document Reader SDK

Business Development

### Languages

Polish (Limited Working)

English (Full Professional)

French (Limited Working)

Russian (Native or Bilingual)

Spanish (Limited Working)

### Certifications

IT Sales 1.0. Effective Sales Techniques

worldwide, directly cooperating with United Nations Organization, OSCE, Interpol and IATA.

In 2016 we launched a brand new OCR product based on neural networks and machine learning algorithms, the Document Reader SDK. The solution can read and validate more than 10,000+ types of identity documents on both iOS and Android mobile platforms.

## SolbegSoft

### Business Solutions Specialist

August 2019 - January 2021 (1 year 6 months)

SolbegSoft delivers a comprehensive array of software development and consulting services. Since 2008, we develop, customize and integrate software solutions of versatile levels: from complex enterprise-scale systems used by millions of users to mid-size software platforms. We provide full-cycle software development expertise, starting with gathering requirements & business analysis, ending with software release and 1-3 level support.

In 2018 we partnered with Helmes, an Estonian IT giant that provides custom software development services to more than 500 organizations for over 27 years. This step allowed us to expand international presence and improve technical expertise.

At SolbegSoft my duties were:

- researching organizations and individuals to find new opportunities;
- managing and retaining relationships with existing clients;
- developing quotes and proposals for clients;
- preparing tender documentations;
- participating in internal and external client debriefs.
- attending exhibitions and conventions to meet new potential partners;
- tracking sales goals and reporting results as necessary.

## R-Style Lab

### Business Development Manager

April 2018 - August 2019 (1 year 5 months)

We build the entire app ecosystem for your IoT solution - mobile, web, wearables & low-level software - providing professional assistance across the full-cycle of custom software development. R-Style Lab acts as a single-point-of-contact service provider for businesses that operate in the reality of data-driven and connected economy.

We've been doing custom software for 12 years and have accumulated expertise in a variety of areas:

- Web development: JavaScript (Angular, React), PHP (Laravel, Symfony, Drupal);
- Native Mobile apps: iOS & Android;
- IoT Software and Middleware;
- Cloud Architecture: AWS, MS Azure, Google Cloud.

My regular activities in R-Style Lab were the following:

- building long-term relationships with new and existing customers;
- contacting potential clients to establish communication and arrange meetings;
- prepare sales contracts and negotiating on them ensuring adherence to law-established rules and guidelines;
- making up quotes and proposals for clients;
- generating leads;
- seeking opportunities for business development within a defined area or sector;
- participating in internal and external client debriefs.

Tates Craft LLC

Sales Assistant

June 2016 - August 2016 (3 months)

Hampton, NH

Work&Travel

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