MeetAngelQuezada.com

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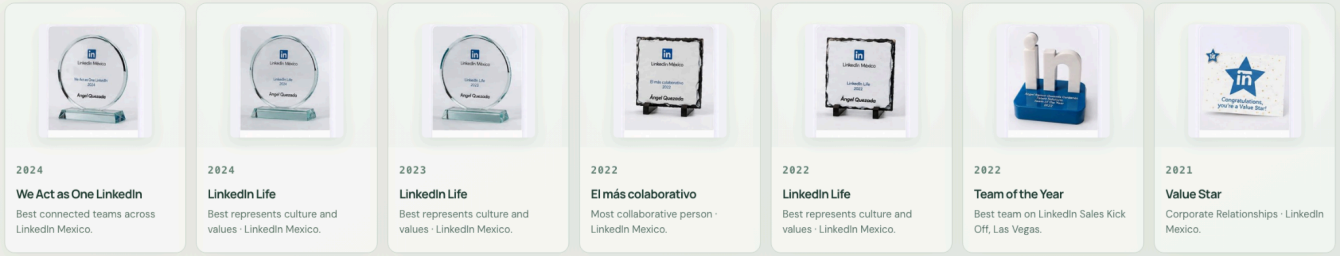
Account Management / Enterprise SaaS / GTM Strategy / Customer Success & Growth

PROFILE

Enterprise SaaS and Strategic Account Management professional with 12+ years of experience driving customer growth, platform adoption, executive alignment, and account expansion.

Built a strong foundation through 10 consecutive years at Cisco and LinkedIn, demonstrating long-term commitment, consistent performance, and recognized contributions to customer success, cross-functional collaboration, and business growth. Experience spans Customer Success, GTM Strategy, Enterprise Account Management, Observability, AI Enablement, and Digital Transformation.

RECOGNITION: 7 LinkedIn awards for teamwork, culture, and collaboration



AREAS WHERE I CREATE STRATEGIC VALUE

Customer Success Management • Account Management • Enterprise SaaS Adoption • Customer Engagement • Renewals • Selling / Upselling / Cross-Selling • Employer Branding • Marketing • HR Reputation Marketing • Full-Stack Observability • Tool Creation • Adoption • Automation • Artificial Intelligence • APIs & LLMs

PROFESSIONAL EXPERIENCE

10 YEARS / 2 COMPANIES **CISCO 2015–2020 → LINKEDIN 2020–2025** | Long-term foundation

Datadog | Nov 2025 – Sep 2026

Account Executive, Hispanic LATAM

Partnered with enterprise organizations across Hispanic LATAM to drive observability adoption and strategic growth. Led executive conversations around AI observability (LLM, MCP), Infrastructure, and Application Performance Monitoring, translating technical capabilities into measurable business outcomes.

Indeed & Glassdoor | May 2025 – Oct 2025

Enterprise National Account Manager

Managed strategic enterprise relationships, advising organizations on programmatic recruitment advertising, employer branding, and HR reputation marketing. Collaborated with talent acquisition and business leaders to optimize recruitment strategies, strengthen employer positioning, and maximize platform adoption. Identified opportunities for account growth through consultative engagement and long-term customer partnerships.

FY25 H1 · 126% quota attainment

LinkedIn | May 2020 – Apr 2025

Senior Corporate Account Director / Relationship Manager

Managed strategic enterprise relationships centered on adoption, renewals, and long-term platform growth. Aligned customer success, sales, and executive stakeholders across Mexico and the Caribbean. Advised organizations on branding, employer branding, hiring strategy, and LinkedIn Talent Solutions utilization.

FY21: 169% (H1) · 105% (H2) | FY22: 106% | FY23: 105% quota attainment

Cisco Systems | Jan 2015 – Mar 2020

Global Virtual Sales & Customer Success Representative

Worked across enterprise technology operations, customer experience and strategic account support. Collaborated with regional and global stakeholders across LATAM. Recognized internally for collaboration, operational excellence and customer-centric execution.

#1 Social Seller in LATAM (FY18 & FY19) | 105% annual quota (FY19) | Cisco Full Speed Award (FY16)

EDUCATION & LANGUAGES

EDUCATION Universidad del Valle de México — Bachelor's Degree in Business Administration • Universidad Autónoma de Tlaxcala — Master's Studies in Administration

LANGUAGES Spanish (Native) • English (Advanced) • French (Advanced)