



# Customer Success Account Manager — Trilingual FR / EN / JP

*“Polyglot with 3 years of experience in international project management, event coordination, and strategic development. Skilled in B2B & B2C prospecting and client retention across technology, art and agri-food (Europe, US, Africa & Japan). Strong interests in roles that combine strategic thinking, customer relationship management and intercultural coordination”.*

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## Key Skills

### IT:

Office 365  
ERP (SAP Business One...),  
CRM (SalesForce, Hubspot),  
Squarespace, HTML, DNS management, SolidWorks, Canva, IA ...

### Languages:

**French:** Native speaker (FR nationality) C2

**Japanese:** Native speaker (JP nationality) C1  
2014 - JLPT N2

**English:** Fluent (British nationality) C1

**Polish:** Basic knowledge (A2)

**Spanish:** Basic knowledge (A2)

## Education

2024  
IPAG Business School, Paris –  
**Master’s Degree, International Management (EN)**  
Programme Grande École

2019  
Paris VII University – Diderot  
**Bachelor’s Degree in Applied Foreign Languages (English–Japanese)**

## Interests

**Kendo**, Black Belt 1st Dan 6y.  
**Sports:** Golf 12y, Tennis 8y,  
Skiing 10y.  
**Dance:** Waltz & Salsa.  
**Music:** Electric Guitar Bass.  
**Cooking.**

## Account Management (EU) — Project Manager

### Sti FRANCE & SDI Europe

Since 2024: Independant — 2022 - 2024: Apprenticeship contract

**Account Management:** On behalf of *Oxford Instruments*, *H-SQUARE*, and *4Dimensions*

- **Commercial representative** (EU market) targeting **research centres** and **semiconductor manufacturers (+200 clients)**.
- **Customer loyalty** through building **long-term trust relationships**, while identifying opportunities for upselling, cross-selling, growth, and managing renewals.
- **CSM:** Sales support for technical solutions (X-ray sources, wafers), ensuring smooth coordination with manufacturers.

**Project Manager:** Led the market entry project for a foreign company into the French market.

- **Conducted market analysis** and defined the entry strategy.
- **Managed negotiations and partnerships**, including the drafting and implementation of contracts with clients and partners (Île-de-France region).
- **Oversaw administrative coordination** and documentation, including **translation** of legal, technical, and logistics materials (JP → FR/EN).

## Business Developer Market entry JP – Digital Strategy

### Graze in Japan (Tokyo)

Since Dec 2024 : Co-founder, Entrepreneurial Project

**New Market Entry (Japan):**

- **Market Expansion:** Defined a strategic roadmap including benchmarking, value proposition, and a scalable business model.
- **Business Development:** Glocalisation by building strategic B2B partnerships with suppliers.

**Digital Strategy:**

- **Created a bilingual (JP&EN) website and e-shop within 10 days**, managed DNS, integrated HTML, and drafted Terms & Conditions and legal policies.
- **Implemented SEO strategy and monitored KPIs;** analysed B2C marketing performance.
- **Analysis and management costs:** margin calculation, preparation of trilingual B2C quotes and invoices, and on-site logistical coordination.

## Business Developer — Event Coordination

### JAPAN PROMOTION (Paris & Tokyo)

Since 2017: Fixed term contract — Freelance collaboration

**Trilingual Master of Ceremonies:** up to 5k participants on live stage.

**Business development** and interpreting support for artists during exhibitions, trade shows, and press interviews.

- **Developed B2B partnerships** with exhibitors, gallery owners, event organisers, and cultural institutions.
- **Promoted artists** through conferences, events, and social media platforms.
- Sold artworks (valued over 10k€) and managed client relationships.