



FELIPE ALBARRACIN

HEAD OF CLIENT SERVICES

EXPERIENCE

Head of Client Services

Horizontal Studio, Nov 2023 - Present

- Development of key relationships with all agency clients.
- Close collaboration with clients to understand their goals and challenges, providing effective solutions and personalized strategies.
- Leadership and motivation of internal teams, ensuring effective collaboration and high performance.
- Identification and capitalization of growth opportunities within existing accounts.
- Collaboration with the team to secure new clients and contribute to pitch presentations.
- Supervision of project execution, ensuring timely delivery and alignment with client objectives.
- Collaboration with internal teams to optimize processes and improve operational efficiency.
- Active monitoring of customer satisfaction, proactively addressing any issues to maintain strong relationships.
- Collection, analysis, and application of data to identify improvement opportunities and optimize service delivery.

Account Manager

Horizontal Studio, Oct 2021 - Oct 2023

US Crude Commercial Analyst

Exxon Mobil BSC Argentina, Feb 2020 - Sep 2021

- Generation and constant review of control reports of the team's essential activities.

Financial Spreading & Credit Analysis Trainee

HSBC Argentina, Aug 2018 - Jan 2020

- Overturning and analysis of accounting information of different clients in the internal operating system.

EDUCATION

- Bachelor of Business Administration at Universidad Católica Argentina (2015 - 2019)
- University exchange program at ESIC Business & Marketing School of Barcelona (2018).
- Bilingual Bachelor with orientation in Cs. Economics at Colegio Cardenal Newman (2001 - 2013).

LANGUAGES

- Spanish (Native).
- English (Advanced).

OTHER SKILLS

- Microsoft Office.
- SAP system.
- Trello, Monday, Asana.

CONTACT

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