

RALPH BIDOUNGA

PROFESSIONAL SUMMARY

Customer Success and Digital Experience professional with international experience across Europe and the United States, specializing in customer onboarding, product adoption, user training, and digital platform support. Skilled at bridging the gap between customers, business teams, and technical stakeholders to improve customer satisfaction and drive successful product adoption. Experienced in cross-functional collaboration, digital project management, and customer engagement, with strong communication skills developed across hospitality and diverse customer-facing environments.

CORE COMPETENCIES

- Customer Success Management
- Customer Onboarding
- Digital Product Adoption
- SaaS & Digital Platforms
- Client Relationship Management
- Customer Support
- User Training & Enablement
- Customer Experience Optimization
- Customer Data Management
- User Documentation
- Process Improvement
- Product Feedback & Feature Enhancement
- Cross-functional Collaboration
- Stakeholder Management

EDUCATION

Executive Master of Business Administration, 2025
(Alliant Business University | Los Angeles, CA)

Master's Degree in Digital Marketing, 2023
(Digital School of Paris | Vincennes, France)

PROFESSIONAL EXPERIENCE

Marketing Coordinator — 2026 - Present

WineEmotion USA (Orlando, FL)

- Support U.S. market growth by coordinating digital marketing initiatives, customer engagement activities, and product communication strategies.
- Develop customer-facing materials including product presentations, brochures, digital content, and sales enablement resources to support business development.
- Collect customer feedback and market insights to identify opportunities for improving customer experience and product messaging.
- Maintain and analyze customer engagement data through digital marketing tools and CRM platforms to support business decisions.
- Create and optimize digital content across website, email campaigns, and social media channels to increase brand visibility.
- Assist with customer demonstrations and product presentations to communicate product value and support adoption.

Concierge / Front Desk Agent — 2025 to 2026

Disney's Pop Century Resort (Lake Buena Vista, FL)

- Delivered personalized guest experiences in a high-volume international hospitality environment, supporting thousands of guests from diverse cultural backgrounds.
- Assisted guests with reservations, park information, transportation solutions, dining recommendations, and personalized requests.
- Resolved customer concerns efficiently by identifying needs, providing solutions, and ensuring guest satisfaction.
- Managed guest interactions through internal service platforms, documenting requests and coordinating resolutions across operational teams.
- Developed strong communication and problem-solving skills while maintaining Disney's high standards of service excellence.

Spa Front Desk Agent — 2024 to 2025

Laguna Cliffs Marriott Resort & Spa (Dana Point, CA)

- Delivered personalized customer service within a luxury resort environment.
- Managed guest check-in/check-out processes, appointment scheduling, inquiries, and service requests using Booker software.
- Maintained accurate customer records and communicated guest preferences to internal teams to improve service delivery.
- Prepared operational reports covering financial activity, business performance, and daily service highlights.

PROFESSIONAL EXPERIENCE (CONTINUED)

Digital Project Manager — 2021 to 2023

Schindler (Vélizy, France)

- Managed a customer-facing digital platform (ActionBoard), driving onboarding, user adoption, support operations, and continuous improvement initiatives.
- Led end-to-end onboarding processes including account creation, configuration, user training, and adoption support for internal teams and external customers.
- Managed 1,000+ user accounts and supported adoption across 800+ active users.
- Delivered structured training programs for 300+ employees, improving platform understanding, engagement, and operational efficiency.
- Acted as the primary point of contact for platform support, resolving daily user issues and coordinating solutions with global IT teams.
- Translated customer and business needs into functional requirements, collaborating with Product and IT teams to improve platform features.
- Participated in product enhancement discussions by analyzing user feedback and identifying opportunities to improve customer experience.
- Created a 30-page training manual to standardize onboarding processes and improve user enablement.

Marketing & Communications Project Manager — 2019 to 2020

Albatrans (Villebon-sur-Yvette, France)

- Managed digital communication initiatives and customer engagement activities to strengthen brand visibility and customer relationships.
- Analyzed customer feedback and behavior data to identify improvement opportunities and optimize customer experience.
- Handled customer inquiries and complaints, providing solutions and improving satisfaction levels.
- Developed marketing materials and communication campaigns aligned with customer needs and business objectives.
- Monitored performance indicators and created reports to support decision-making.
- Increased customer satisfaction by 30% through proactive issue resolution and improved communication processes.

Sales & Business Support Trainee — 2016 to 2018

Darty (Sainte-Geneviève-des-Bois, France)

- Provided customer support and product guidance within a retail technology environment.
- Managed sales administration processes including orders, invoicing, payments, and customer records.
- Supported CRM updates and maintained accurate customer information.
- Assisted sales and marketing teams with reporting, market analysis, and promotional initiatives.
- Organized product demonstrations to improve customer engagement and product understanding.
- Contributed to a 15% increase in website traffic through digital marketing campaign support.

TECHNICAL SKILLS

Adobe Photoshop, Premiere Pro, Sony Vegas Pro, FL Studio, WordPress, Canva, Prezi, PrestaShop, Trello, GanttProject, Sphinx, MS Office Suite, Google Analytics, HTML & CSS, Python (basics), Zendesk / ITSM, Hunter.io, Salesforce (basics), SAP (basics), Power BI.

Other skills

Critical thinking, strong work ethic, organization, teamwork, communication & presentation skills, problem solving, decision making.

LANGUAGES

English: Fluent

French: Native

Spanish: Intermediate