

Stefan Hintner

Dublin, Ireland | Native Austrian | Strategic Client Success & GTM Leader | AI Service Enablement
| DACH Market Expansion

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Profile Summary

Strategic Client Success leader with 16+ years of cross-functional experience across fintech, SaaS, and enterprise support. Proven track record driving client retention, AI-led service innovation, and DACH market expansion for high-growth and global organizations including Amazon, Oracle, Indeed, and Western Union. Skilled in scaling CS orgs, enabling GTM execution, and driving commercial outcomes through structured, cross-functional systems.

Core Competencies

Client Retention | DACH Market Expansion | Escalation Management | AI Tooling & Workflow Automation

GTM Strategy | Team Coaching & Development | KYC / AML / EDD | Revenue Protection | Voice of Customer

Sales Enablement | Cross-functional Leadership | Vendor Management | Process Design | Risk Mitigation

Experience

- Indeed – Manager, Client Success DACH | Acting Senior Manager scope | Dublin (Jul 2024 – Present)
 - Delivered 103% YoY renewal and expansion against a 92% retention goal.
 - Launched a strategic expansion plan across Dublin and Zurich, scaling a 10-person team (9 CS, 1 AE).
 - Reduced outsourced vendor waste by 15% YoY through AI-enabled process redesign and frontline enablement.
 - Drove lifecycle coaching and performance uplift across CS teams, improving delivery speed and NRR.
- Oracle Health – Manager, L3 Product Support & Escalation Ops | Dublin (May 2023 – Jul 2024)
 - Boosted CSAT by 2.5% and productivity by 22% across L3+ technical teams (Analysts to Solution Architects).
 - Partnered with global talent and site leads to hire 30+ roles across SWE, ES and IE.
 - Acted as CS-Engineering bridge to prioritize client-impacting backlog items and resolve systemic issues.

- C2D Payment – Manager, AML / KYC Ops & Compliance Enablement | Vienna (Nov 2022 – Apr 2024)
 - Owned end-to-end EDD redesign in partnership with Risk and Compliance leadership.
 - Built a high-performing KYC/AML analyst team and aligned ops-to-tech delivery of automation improvements.
 - Translated regulatory needs into functional requirements, enabling rapid iteration by the dev team.
- Western Union – Senior Team Lead DACH, Middle Office Ops | Vienna (Nov 2020 – Nov 2022)
 - Delivered 20% YoY productivity gains via coaching, KPI alignment, and process reengineering.
 - Eliminated 20% in operational waste and reduced team overhead by 50% through targeted automation.
 - Supported CS in high-risk escalations and mission-critical transaction investigations across the DACH region.
- Amazon – Team Manager, KYC / AML High-Risk Ops | Cork (Apr 2019 – Sep 2020)
 - Scaled a 30-person AML team and built Amazon’s first Mandarin-speaking KYC function in Cork.
 - Led 50+ interviews, directly influencing a 50% headcount expansion.
 - Introduced queue triage mechanisms and detection rules, increasing team productivity by 15%.
- Blizzard Entertainment – Supervisor, Tech Support Operations | Cork (Feb 2010 – Dec 2018)
 - Led 30+ support reps and SMEs through org-wide transformation, new product launches, and workflow overhauls.
 - Boosted first contact resolution by 15% and improved quality metrics by 10% via workflow redesign.

Education

Business Administration (Diploma), Austria (early career)

Certifications

Six Sigma Green Belt

Agile Atern Foundation

Tooling & Platforms

Salesforce, Jira, Tableau, Notion, Lucidchart, Power BI

SQL, Excel, Workday, Confluence, Kanban