



# OLWYN ONIONS



## WORK HISTORY

### **Specialist Customer Success Partner** SAP SCC - Galway

02/2022 - current

- Maximize the value that customers and SAP realize through adoption and use of the cloud solution.
- Ensure that customers deploy and use all of entitled subscription software.
- Serve as the primary point of contact for the customer and maintain customer satisfaction through issue mitigation and escalation management.
- Responsible for retention of the revenue associated with customers' Line of Business portfolio.
- Effective positioning of the specific Line of Business value proposition to leverage adoption of SAP solutions and services.
- Identify areas for improvement across the existing subscription as well as the broader potential software.
- Partner with organization leaders on long-range strategies, organizational goals, and initiatives.

### **Customer Success Manager** SAP SCC - Galway

02/2018 - 02/2022

- Develop a trusted relationship with key stakeholders and decision makers, understanding key elements of the customer's business and solution landscape.
- Act as an escalation point and advocate for critical customer issues
- Assist in knowledge transfer and collaboration between customer and SAP internal teams.
- Align support offerings to customer business strategy and goals.
- Safeguarding future contract renewal through diligent and concentrated focus on customer satisfaction.

### **Critical Case Manager** SAP SCC - Galway

02/2016 - 02/2018

- Evaluation and de-escalation of complex critical customer situations to derive appropriate action plans.
- Orchestration of top issue resolution with all involved stakeholders
- Securing commitment from all the necessary organizations and levels within SAP to ensure resolution of critical issues and avoid further escalation.
- Safeguarding future contract renewal through diligent and concentrated focus on customer satisfaction.

## CONTACT DETAILS

 Galway

 olwynonions@gmail.com

## PERSONAL STATEMENT

Detail-oriented professional. Excellent communication, interpersonal, and creative thinking skills with a desire to use analytical and problem-solving abilities to meet goals.

## SKILLS

- Leveraging key resources and initiatives to resolve customer issues in a timely manner.
- Strong negotiation, conflict management and damage limitation skills.
- Excellent communication and interpersonal skills with exemplary written and spoken English.
- Strong relationships with key internal SAP stakeholders.
- Enthusiastic about learning, sharing information and strengthening the collective knowledge.
- Approachable and friendly with a high standard of professionalism.
- Conscientious, reliable and trustworthy.
- Highly credible, with a strong work ethic; proactive and happy to work independently.

- Takes ownership of assigned topics and tasks.

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## REFERENCES

### Mr. Paul Finn

SAP HCM UKI Customer Success

Partner Team Manager

353 9143 3529

[paul.finn@sap.com](mailto:paul.finn@sap.com).

### Ms. Lorraine Quain

SAP EMEA North HCM Growth Director

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## EDUCATION

**M.A. in Adult Learning and Development**  
**National University of Ireland Galway, 05/2013**

**F.Dip in Training and Education**  
**National University of Ireland Galway, 06/2011**

**BSc. (Honours) in Computing in Software Development**  
**Galway Mayo Institute of Technology, 06/2010**



## HOBBIES AND INTERESTS

Passionate charity volunteer.

Art, video games, nature, fungi and crochet.

Sustainable living movement, green architecture, current technologies, Sci-Fi and gadgets.