

MASSIMO LUPI

Portfolio Director
GUIDEWIRE SOFTWARE



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OBJECTIVES

TEAM ensure professional growth and low attrition

REGION build and share consistent practices across the region, ensure financial health of Professional Services

CLIENTS create a trusted relationship for mutual satisfaction and help every customer to be successful

SALES preparing proposals that are competitive and realistic

PARTNERS enabling them to be successful as internal teams

VALUES



Lead by example

LANGUAGES

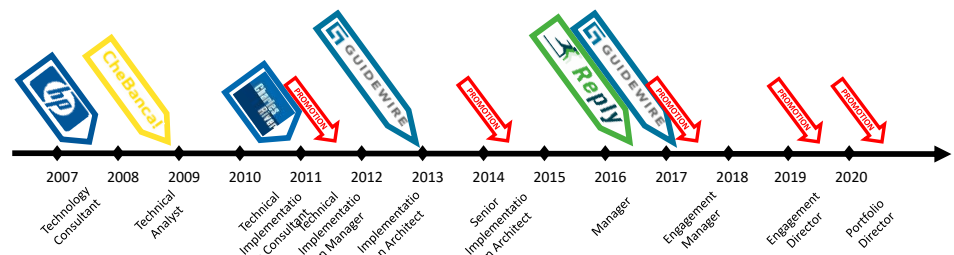


HOBBIES

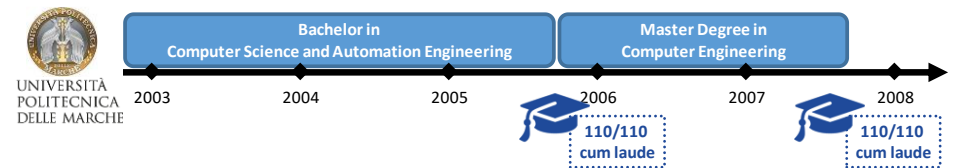


Account Manager with more than 10 years of experience in software development and implementations, in charge of Southern European customers and sales opportunities for Guidewire Software. A solid technical background combined with years of Project Management and Region leadership. Responsible for a portfolio of 20M+ EUR/year license revenues and 10M+ EUR/year services revenues with 5 direct reports. Main duties: ensuring Customers success and financial health of Professional Services, supporting Sales department, enabling our Partners, growing Teams, leading Customers and Prospects user groups, representing Guidewire in external events and public speaker.

WORKING EXPERIENCE



STUDY



RESPONSIBILITIES AND ACHIEVEMENTS

- In charge of Southern Europe region, a portfolio of 20M+ EUR/year license revenues and 10M+ EUR/year services revenues
- Customer C-level relationship responsibilities for Services' roles in all Guidewire software implementation projects -- Guidewire-led, Customer-led, or Partner-led
- Exclusive responsibility of customer success in South Europe
- Ensuring consistent practices within the region
- Responsible for forecasting and financials of portfolio including sales/prospects
- Actively represent the needs of customers and clients by promoting their interests to appropriate decision-makers
- Serve as engagement lead in terms of projects, inceptions, staffing, etc.
- Provide sponsorship and enablement to partners
- Organize and lead POCs and Pre-Inceptions for prospects
- Resolve cross portfolio staffing conflicts
- Collaborate with Product Development on product needs
- Act as escalation for Engagement Managers and Directors
- Manage the performance of 5 direct reports (Engagement Directors and Engagement Managers) and ensure their success and growth
- Accountable for Services' aspect in sales engagements to included collaborating and/or negotiating with Sales and/or partners to position a proposal that is competitive and realistic
- Proactively mentor other members of the Engagement team to grow the future leaders of Guidewire
- Leading national User Groups and representing Guidewire in external events

CUSTOMERS & PARTNERS

