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Customer Success & Onboarding · B2B SaaS · Native French · Hospitality Portfolio: valentindupuy-portfolio.pages.dev

PROFILE

Customer success and onboarding professional with a decade of running busy, guest-facing venues behind me. At FoodOp, a B2B SaaS platform, I was one of the first UK Customer Success Managers and built the onboarding process from scratch, taking new customers from handover to live in 2 to 4 weeks. Before that I led the rollout of new POS ordering and kitchen management systems across 8 sites at Bennett Hay, so I know what go-live looks like at the till on a busy day. Native French speaker with fluent English, and I've onboarded French clients end to end in French.

EXPERIENCE

Customer Success Manager, FoodOp

March 2026 to September 2026

B2B SaaS menu planning, procurement and food waste platform for contract caterers

- Built the UK onboarding, follow-up and quarterly review process from scratch, getting new customers from handover to a regular follow-up cadence in 2 to 4 weeks.
- Owned onboarding end to end for a portfolio of 50+ accounts across four modules (Menu Planning, Digital Display, Food Waste, Procurement), running several implementations at once.
- Gathered requirements, set up customer accounts and advised each client on how to get the most from the platform.
- Onboarded and trained 2 French clients end to end in French, while running the rest of the portfolio in English.
- Delivered kick-off calls, demos and remote and on-site training to site teams and managers.
- Created Loom video walkthroughs, training documents and demos so customers could get set up and keep using the platform without waiting on support.
- Saved a churn-risk account by finding the real cause (weak initial training), then spending a day on site retraining the team and introducing new features.
- Grew a trial account in Scotland from 2 sites to 5 by proving value at the first sites and supporting the rollout to each new one.
- Built an AI agent with Claude that analysed client engagement data and flagged accounts drifting before problems escalated.
- Worked across customer service, product and the CTO to resolve issues and feed recurring customer requests back into the roadmap.

Operations Manager, Bennett Hay

October 2024 to March 2026

London workplace catering and hospitality services

POS and kitchen systems rollout: project-managed from the start across 8 sites, around 4 weeks per site. Coordinated the vendors, set up the systems, made the training videos and trained around 20 to 25 staff on site, through to go-live with no disruption to service.

- Created Loom training videos, training documents and demos so staff could learn the new systems quickly.
- Ran operations across multiple contract catering sites, owning KPIs, P&L and client satisfaction.
- Onboarded new sites and acted as main contact for client stakeholders, resolving issues before they escalated.

General Manager, Bennett Hay

September 2023 to October 2024

- Owned the P&L, team and supplier negotiations at a flagship contract catering site.
- Ran regular client reviews with tailored service improvements to keep the relationship strong.

Multi-Site Manager, ATFC (Angus Steakhouse)

December 2021 to March 2023

- Managed 3 flagship sites and the host department across 9 high-footfall restaurants, linking head office and site managers.
- Tracked performance against sales, wage and spend targets and presented findings to senior stakeholders.

Restaurant Manager, Rossopomodoro

April 2021 to December 2021

- Ran a £1M+ turnover restaurant with a team of 20, full P&L and supplier relationships, and grew sales after COVID.

Assistant General Manager / Events Manager, Six Storeys

October 2016 to December 2020

- Managed a six-floor multi-concept venue with a team of 30 and £700k to £1M in revenue, running ticketed and private events and building repeat corporate clients.

Earlier career

2012 to 2016

- Food & Beverage Manager, Holiday Inn London (2014 to 2016). Food & Beverage Supervisor, Mercure Paris (2012 to 2014).

SKILLS

Onboarding and implementation: requirements gathering, account configuration, kick-offs, timelines, vendor coordination, go-live, running several projects at once.

Training and adoption: demos, remote and on-site training, video walkthroughs, training documents, change management with frontline teams.

Venue systems: POS and ordering systems, kitchen management hardware and software, in-venue payments at the till.

Process and improvement: repeatable onboarding playbooks, AI-assisted account monitoring (Claude), continuous improvement.

Tools: CRM tools, Claude, Loom, Microsoft Office, Fourth, POS systems.

EDUCATION, LANGUAGES AND CERTIFICATIONS

Education: Master's in Hospitality Management, University Paris Sorbonne

Languages: French (native), English (fluent), Spanish (intermediate), Italian (beginner)

Certifications: Personal Licence, Food Hygiene Level 3, Health and Safety Level 3, IOSH Managing Safely, WSET Level 2, CPCE Certificate