



MIHA AMBROZ

CUSTOMER CHAMPION

Central Europe (Serbia)

SUMMARY

I help tech companies engage, acquire, support, and retain customers. I also specialize in media production, process management, and business analytics.

Having worked in B2B/SaaS, I understand the needs (and pain points) of marketers, sales professionals, and business owners.

Part organizer part creative, my versatile background allows me to find innovative solutions and execute with excellence.

CORE SKILLS

- Customer support
- Process management
- Teaching/coaching
- Marketing and sales essentials
- Writing and content production

INTERESTS

- Productivity, GTD, workflows
- Software and the latest tech
- Making video

LANGUAGES

- English (native)
- Slovenian (native)
- Serbian (native)
- Czech (limited working proficiency)
- German (limited working proficiency)

LINKS

- [Full resume on LinkedIn](#)
- [Personal website](#)
- [Video portfolio](#)
- [My article on Wistia](#)
- [Hotjar support interview](#)

WORK EXPERIENCE

Case3D - Immersive Visualization Studio

Oct 2018 - present

Business Process Analyst

- Implementing balanced scorecard for performance management
- Analyzing and integrating processes for tracking 160+ KPIs company-wide
- Obtaining data via API and combining business metrics on a Klipfolio dashboard

Case3D - Immersive Visualization Studio

Jun 2017 - Oct 2018

Marketing Manager

- Promoting immersive real estate marketing technologies (virtual and augmented reality)
- Setting up sales pipelines, inbound marketing, and social media strategy from the ground up
- Implementing CRM, marketing automation, knowledge base, and project management tools
- Assisting in cold calling, product pitching, and face-to-face sales
- Overseeing sales training and new team member onboarding
- Initiating and completing rebranding and website redesign
- Managing the production of brochures, articles, videos, and other promotional materials
- Organizing meetups and sponsored events
- Collaborating with PR, branding, and web design agencies

Active Collab - Project Management SaaS

2013 - 2017

Support Manager

- Managing the support team
- Recruiting and training new team members
- Helping customers via livechat/email/webinars
- Collecting user feedback and working on product design
- Writing documentation and blog posts
- Proofreading web content
- Setting up/maintaining knowledge base
- Creating promotional videos and tutorials

Coca-Cola Hellenic Bottling Company

2012 - 2013

Business English Teacher

Teaching business English (beginner and upper-intermediate levels) to sales managers.

Emotion Production

2010 - 2011

Editor-In-Chief

Produced one season of All You Need Is Love (a reality TV show):

- Coordinating ENG, studio and post-production crew
- Episode planning, revision, and editing
- Investigative journalism
- Screenwriting, translation, and subtitling

EDUCATION

University of Ljubljana, Faculty of Arts

2002 - 2009

B.A. in English Language and Literature

B.A. thesis title: Science Fiction Neologism Translation

Prague Schools

2006 - 2007

Trinity CertTESOL Certificate

Professional certification for native level speakers of English, with over 120 hours of input on language teaching methodology.