



JONATHAN VANGHEEL

Customer Success | Client Relations | Tech

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Customer-focused professional with 5+ years of experience in consumer technology, sales and client relations. Strong in understanding customer needs, problem-solving and building lasting relationships, combined with a technical IT background. Currently transitioning into Customer Success within the tech/SaaS industry.



Experience

Senior Sales Advisor / Floor Manager • Coolblue

nov '22 - feb '26

- Advised customers based on their needs and recommended suitable products and services.
- Built strong customer relationships through clear, solution-oriented communication.
- Handled customer questions, complaints and complex issues.
- Identified commercial opportunities while maintaining a customer-first approach.
- Supported and coached colleagues and coordinated daily operations as Floor Manager.

Additional: Apple Champion

Sales Advisor • Mediamarkt

dec '20 - nov '22

- Advised customers on consumer electronics and technology solutions.
- Identified customer needs and recommended appropriate products and services.
- Explained technical information in a clear and accessible way.
- Assisted customers with questions and problems throughout the purchasing process.

Additional: Buy Way Consumer Credit Certificate • Google Ambassador

IT/Web Intern • DARE2DATE

2019

Website maintenance and technical support



Education

ICT Infrastructure - Network/System Administrator • VDAB

mar '26 - jan '27

Network & Cisco CCNA • Server Management & Operating Systems • Support & Process Management
Hardware & Network Security

Associate Degree Multimedia & Information Technology • Howest

2017 - 2020

Programming and web development, including HTML, CSS, JavaScript, PHP and SQL

Graduated with distinction



Skills

CUSTOMER & COMMERCIAL

Customer relations • Customer needs analysis
Problem solving • Customer communication
Sales & Upselling • Team coordination • Coaching

TECHNICAL

IT Troubleshooting • Hardware & Software
Python • Windows Server • Linux • Azure • Proxmox
Networking • Virtual Machines • Bash
Remote Administration



Languages

Dutch - Native

English - Fluent

French - Advanced