Carles Salvador Bertran

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Technical Customer Success Manager and engineer with over 4 years of experience specializing in product analytics, observability, and distributed systems. Expert in guiding enterprise teams through complex technical adoption, onboarding, and platform optimization with modern developer and telemetry stacks (PostHog, OpenTelemetry, Elastic, Prometheus, Grafana). Proven background in Kubernetes infrastructure, process automation, and bridging deep technical architecture with strategic customer outcomes to drive retention and scale.

PROFESSIONAL EXPERIENCE

PostHog **Barcelona,España**
Senior Technical Customer Success Manager *August 2026 – present*
Joined when $70M MRR and the CSM team was being built.

- Partner with customers on onboarding, instrumentation, and adoption.
- Act as the technical point of contact for implementation
- Connect product usage back to customer goals, working alongside engineering and sales to drive retention and expansion.

Elastic **Barcelona,España**
Senior Technical Consultant, Professional Services *Oct 2024 – August 2026*

Working in Professional Services as a consultant leading projects with clients to bring their solutions to production with Elastic, working across various sectors in EMEA.

- Design and implement scalable solutions for Search AI, Observability, and Security.
- Provide support throughout the entire product lifecycle, from infrastructure to software integration, ensuring that each implementation is efficient and sustainable.
- Optimize system performance and capacity, helping to model data, index, search, and effectively analyze information.

New Relic **Barcelona, España**
Technical Account Manager, EMEA Region *Sept 2022– Oct 2024*

- Identification of use cases and opportunities, collaborating with the sales team to drive product adoption.
- Identification of product knowledge gaps and providing hands-on development and enablement sessions to technical users.
- Creation of value demos tailored to clients' needs to foster new business opportunities.

ToBeIT **Barcelona, España**
Lead Technical Consultant *Feb 2021–Sept 2022*

- Technical lead for IT infrastructure monitoring projects and services
- Creation, management, and maintenance of a Kubernetes cluster in a private cloud.

EDUCATION

UNIVERSITAT POLITÈCNICA de CATALUNYA **Barcelona, España**
Bachelor Degree in Computer Science *Sept 2020*

UNIVERSIDAD DE LA RIOJA **Remote**

Masters Degree in DevOps *Sept 2025-2026*

SKILLS & CERTIFICATIONS

- Certifications: 3x Elastic Certified, Certified Kubernetes Administrator, Demo2Win!
- Native in Spanish and Catalan. Fluent in English.