

PRODUCT & CUSTOMER SUCCESS · BARCELONA

Irina Moon

From customer success *to product*.

Multilingual professional with 4+ years bridging customer success, project delivery, and product — across SaaS, mobility, and cultural industries. I bring structure, clarity, and empathy to complex initiatives.



- Product Management
- Customer Success
- Project Coordination
- Account Management
- Process Design

• Barcelona · Open to opportunities · 4+ years experience · ES · CA · EN · FR

ABOUT

Irina Moon is a user and product-focused professional with experience across SaaS, mobility, and cultural industries. At Air, she managed international airline accounts, supported technical onboarding, and coordinated cross-functional projects with Product and Engineering.

At YE, she launched the French support market and was promoted to Claims Manager — building the claims process from scratch, managing insurer relationships, and optimising fraud

SKILLS

Stakeholder alignment	Core
Cross-functional coordination	Core
Customer onboarding	Core
Discovery & user research	Growing
Roadmap & prioritisation	Growing

LANGUAGES

- Spanish
- Catalan
- English
- French

detection.

She thrives at the intersection of customer success, project delivery, and process improvement — aligning stakeholders and delivering initiatives that make a measurable impact.

SELECTED WORK



Onboarding redesign

Reducing time-to-value for a B2B SaaS product through discovery and journey mapping.

Product B2B SaaS



Case study 02

Coming soon — currently in progress.

In progress

SAY HELLO

Let's work together.

Whether you're looking for someone to align stakeholders, coordinate a product initiative, or bridge the gap between teams — I'd love to hear from you.

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