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Hello,

I'd like to be considered for the Enterprise Customer Success Manager role on your EMEA team. I'm based in Barcelona, native English and French, with intermediate Spanish, and have spent the last decade in client-facing roles across enterprise ad-tech, ecommerce and digital agency work. Most of that has been at Criteo, where I spent six years across two stints, the most recent three as a Senior Account Strategist working with EMEA's largest retail and travel brands. More recently I co-founded MV&Co, a luxury-focused digital agency in Barcelona.

What drew me to Builder is the specific problem you're solving. I've sat on both sides of the Figma-to-production handoff. First at SoBold, a London web design agency, where I project-managed site builds from concept through delivery, and now at MV&Co, where I lead design and development for our clients. I know how much time and money gets wasted in that handoff because I've seen it from both seats: designers chasing developers for parity, devs rebuilding what was already designed, marketing teams blocked on small copy changes for weeks. The *Build in Claude Code, ship as a team in Builder* workflow is close to how I already build sites for my own clients, and I'd like to help enterprise teams get there too.

On the role itself, the description maps closely to what I've done at Criteo and what I do now at MV&Co:

- At Criteo I owned strategic relationships with enterprise retail and travel brands across EMEA. The job was a near-perfect match for an Enterprise CSM brief: onboarding new customers onto a technical platform, running QBRs with marketing leadership, debugging tag and feed issues with developer teams, and growing accounts year on year by tying platform usage to commercial outcomes.
- At MV&Co I'm the senior advisor on every account. For our anchor client, Elizabeth Gage, that means everything from email strategy in Campaign Monitor to talking a non-technical brand contact through a WordPress OAuth re-authentication over screen-share when their site emails broke. That hands-on, founder-on-the-account approach is how I'd want to work with enterprise customers at Builder too.
- On languages: enterprise accounts in EMEA aren't always English-first. As a native French speaker, I can run discovery calls and QBRs in French with French-speaking clients across France, Belgium, Switzerland and Luxembourg. I'm also based in Barcelona with working Spanish.

A couple of specifics from the Criteo years, because they're the closest analogues to what you're hiring for.

1. In my final full year **the advertisers in my portfolio grew their spend with us by 37%**. The division as a whole was flat. Most of the delta came from getting clients onto Commerce Audiences, which was newish at the time and which I'd been pitching into the portfolio for the previous year or so.
2. The other one is more about the customer feedback loop. A chunk of my portfolio was enterprise travel, where the targeting need is specific: people actively shopping for holiday rentals, package holidays, that kind of thing. Commerce Audiences gave us the framework for building those segments, but nobody had done the work of gathering the right inputs from the travel side. I spent the better part of a year working with our product team and a handful of my enterprise advertisers to figure out what those audiences should be, then refining them once they were live based on what clients were seeing in performance data. The audiences ended up being picked up by smaller advertisers across the wider travel division too, so the return on the work extended past my own book.

On the obvious question of why I'm looking to move only a year into MV&Co: running an agency has taught me a lot about how brands actually buy and adopt technology, and that's the work I want to do at scale. A small portfolio of luxury clients is a great teacher, but the real version of this job sits inside a product company like Builder, with enterprise customers and the infrastructure to back them up. My co-founder Will would take over day-to-day at MV&Co if I joined, so the agency continues without me.

A note on location, since the application asks: I'm not in the UK, Germany or the Netherlands. I'm in Barcelona, which puts me in the eurozone, in CET, and well-placed for travel across EMEA. Happy to discuss if that creates any complications.

Happy to talk about the role properly whenever suits you. Thanks for reading.

Best,
Oliver