

# Enio Borges

Belo Horizonte, Minas Gerais, Brazil

 enio@enioborges.com

 [linkedin.com/in/enioborges](https://www.linkedin.com/in/enioborges)

## Summary

An expert in SaaS operations management and customer service.

6 most recent years were spent managing a global SaaS fulfillment team on two fronts:

1. Providing customer service to a US-based B2B customer base.
2. Generating, acquiring, and converting leads from professional marketplaces to a proprietary database.

Solid background with professional marketplaces and knowledge networks, or simply put, getting the best out of talent databases for corporate purposes. Core expertise includes lead/user acquisition (B2B and B2C), business development, and customer success.

Experienced manager of global remote service operations, including full-time, contract, and outsourced team members (NA, LATAM, EMEA, and APAC).

Tags: operations, operations management, data analysis, customer experience, customer success, customer excellence, business development, recruiting, automation, service automation, remote-first, remote work, no-code, low-code, API, data management, marketing automation, recruiting campaigns, lead generation, LinkedIn automation, B2B, lead capture, expert network, professional networks, enterprise networks, knowledge networks, professional profile expert, customer satisfaction

## Experience

### Director of Fulfillment/ Client Service Operations

OnFrontiers

Apr 2022 - Present (1 year 1 month)

Led a global client operations/ fulfillment team directly providing customer service to B2B clients and technical support to industry experts (B2C).

Design, manage and optimize lead generation campaigns through professional marketplaces.

Client base centered in the US and Western Europe (9 countries); Global user base (112 countries); Team members under direct management spread across 6 countries (3 continents), operating 21h / day.

### Director Research Operations

OnFrontiers

Mar 2019 - Mar 2022 (3 years 1 month)

Led a global team of expert recruiters that delivered value to OnFrontiers' clients.

Enabled a steady growth in total engagements between clients and experts over the course of 3 years.



## Research / Recruiter Manager

OnFrontiers

Nov 2017 - Mar 2019 (1 year 5 months)



## Founder

Tres Colinas

Jun 2016 - Nov 2017 (1 year 6 months)

Founder / Entrepreneur of a business envisioned to transform the fast-casual food segment in Brazil, from initial seed capital raise to MVP validation.



## Regional Office Manager

Endeavor Brasil

Jan 2015 - Jun 2016 (1 year 6 months)

Led Endeavor's regional office in Minas Gerais and all the core initiatives related to it, such as:

- . Strategic management of donor relationships between Endeavor and its ambassadors - the state's flagship entrepreneurs and high-profile stakeholders
- . Led the local search and selection program for high-growth startups
- . Manage the search and selection team, as well as priority hires and coaching of the next leaders for the office



## Business Analyst

Endeavor Brasil

Jan 2013 - Dec 2014 (2 years)

Led the search and selection of high-growth startups to Endeavor's most innovative program: Scale-up (aka Plugme at the time).

Validated the MVP through a corporate partnership with SAP and an initial group of 50 startups. The MVP prepared Endeavor to launch the Scale-up program nationally and finally enable Endeavor to +10x its reach in Brazil.



## Marketing Specialist

Navarro Discount Pharmacy

Mar 2012 - Oct 2012 (8 months)



## Corporate Sales Consultant

VIVO Empresas

Feb 2009 - Oct 2009 (9 months)

## Education



## Insper Instituto de Ensino e Pesquisa

Executive Finance Management, Accounting and Finance

Jun 2014 - Jul 2014



## **St. Thomas University**

Bachelor of Business Administration - BBA, Business Administration and Management, General

Jan 2010 - Dec 2012



## **USP - Universidade de São Paulo**

Agricultural Engineering, Agriculture, Agriculture Operations, and Related Sciences

Jan 2006 - Jan 2009

## **Skills**

Client Relations • HubSpot Marketing Hub • HubSpot Sales Hub • Python (Programming Language) • MetaBase • Client Services • Microsoft Office • Microsoft Excel • Microsoft Word • Google Drive