

Maksymilian Jamroz

Customer Success & Sales at Chatarmin · Founder of optsolut



PROFILE

Graduate of a higher technical college (electrical engineering and automation) who moved into customer success and tech sales. Since June 2026 I help e-commerce brands at Chatarmin build WhatsApp marketing and AI-powered customer service, own upsells and cross-sells in the existing customer base, and win new customers through cold outreach. In parallel I build automation solutions for small and medium-sized businesses with my own company, optsolut.

EXPERIENCE

Junior Customer Success Manager

Jun 2026 – present

chatarmin.com GmbH · Vienna

- Onboarding and ongoing management of e-commerce brands on the Chatarmin platform (WhatsApp marketing, armin.cx AI customer service)
- Account sales: upsells and cross-sells of add-on modules and AI agents to existing customers
- New business through cold outreach, first conversations and discovery calls
- Client communication in calls, setup sessions, escalations, status reports and Slack support
- Design and build of AI support agents incl. inbox structures, automations and helpdesk migrations (e.g. Gorgias to armin.cx), documentation in Linear

Founder

Aug 2026 – present

optsolut · Vienna / Remote

- Sole proprietorship offering automation and AI solutions for small and medium-sized businesses
- Building optsolut OS (operations and customer management software), acquiring and serving the first clients

Electrician (summer placement)

Jul 2024

BED Elektro GmbH · Vienna

- Electrical installation and wiring of PV systems, inspection and rewiring of fuse boxes, planning in E-Plan

Service Staff

Sep 2023 – Feb 2024

Zum Alten Fassl · Vienna

- Guest service in a restaurant alongside school

Intern (summer placement)

Jul 2023

WITTMANN Technology GmbH · Vienna

- Programming of control units and assembly of temperature control units; drive systems, industrial control, thermal spraying

Sales Associate

Dec 2022 – Mar 2023

IWET Tankstellen GmbH · Vienna

- Customer advice, checkout and merchandising in a petrol station shop

EDUCATION

Higher Technical College (HTL), Electrical Engineering & Automation

Sep 2020 – Jul 2026

Technologisches Gewerbemuseum (TGM) · Vienna

- Graduated with the Matura and engineering diploma (Reife- und Diplomprüfung), June 2026
- Diploma project "C-ITS Demonstrator": connected model vehicle for automated driving and vehicle-to-infrastructure communication, in cooperation with Bosch and ASFINAG

Secondary school (Realgymnasium)

Sep 2016 – 2020

AHS Friesgasse · Vienna

AWARDS

Bosch Innovation Award 2026, ACE Challenge Special Prize

Jun 2026

Robert Bosch AG (Bosch Innovationspreis) · Vienna

- Awarded as part of a four-person TGM team for the "C-ITS Demonstrator", selected from 80 diploma projects submitted across Austria
- Own contribution: development of the browser-based live dashboard and work on the MQTT integration

CONTACT

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PERSONAL

DATE OF BIRTH

22 Aug 2006, Vienna

NATIONALITY

Polish (EU)

DRIVING LICENCE

Class B

LANGUAGES

German native

Polish native

English fluent

SKILLS

CUSTOMER SUCCESS & SALES

Customer success, onboarding, upselling, cross-selling, cold outreach, client communication, AI customer service, AI agents, WhatsApp marketing

ELECTRICAL ENGINEERING & AUTOMATION

Electrical engineering, automation, control and sensor technology, industrial control, drive systems, electrical installation, wiring, solar PV, thermal spraying

CAD & CONTROL SYSTEMS

E-Plan, KiCad, AutoCAD, Shapr3D, Siemens Simatic, Loxone, MQTT, IoT applications

PROGRAMMING

HTML, C#, microcontroller programming

SOFTWARE & TOOLS

armin.cx, Linear, Notion, Slack, Make.com, Claude, Cursor, Microsoft Office

STRENGTHS

Resilience under pressure, problem solving, communication skills, adaptability