

Ton Wolting

Customer Success & Delivery
Management Professional

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Jokikunta, Uusimaa, Helsinki

Summary

Ton Wolting brings experience in customer success and account management within SaaS and international environments. He supports customers through onboarding, training, and ongoing guidance, and he builds long term relationships through regular communication and clear expectation setting. His background includes troubleshooting issues with cross functional teams, gathering product feedback, and spotting growth opportunities across diverse customer groups. He adapts well to remote work, stays organised under changing priorities, and enjoys helping customers gain value from the tools they use. Fluent in English and Dutch, with working proficiency in German.

Work Experience

Freelance Consultant | Strategy, Sales & Careers

Sep 2025 - Present

Wolting Advisory | Helsinki, Uusimaa, Finland | <https://www.woltingadvisory.fi/>

Provide guidance in process development, change management, and customer-centric initiatives. Support adoption of SaaS platforms and operational improvements, applying analytical thinking and metrics-driven insights. Advise clients on engagement, retention, and revenue growth while managing complex client-facing relationships and stakeholder communication. Focus on operational feedback, performance management, and account strategy to drive measurable outcomes.

Partner

Mar 2025 - Present

InnoHeap | Helsinki Metropolitan Area | <https://innoheap.com/>

Collaborate with other partners to support enterprises in scaling sustainable growth and the green transition using AI and customer insights. Lead workshops to identify opportunities, build go-to-market and outcome-focused plans, and drive adoption, engagement, and measurable impact. Translate complex sustainability and business data into clear ROI stories for executives while guiding strategic decisions and long-term value creation.

International Member**Dec 2024 - Present***Boardman Oy | Helsinki, Uusimaa, Finland*

Provide global expertise and diverse perspectives to Finnish companies, enhancing competitiveness and innovation. Engage with executives, share knowledge, and develop corporate governance and leadership skills, committed to LEARN-SHARE-RENEW.

Founder & Chief Curiosity Officer**Mar 2024 - Present***Visiovirta Oy | Espoo, Uusimaa, Finland*

Lead seminars, workshops, and consulting projects to enhance customer success, operational feedback, adoption, and retention. Apply analytical thinking and metrics-driven insights to optimize processes, account strategy, and revenue growth.

Chairperson of the Board**Mar 2024 - Present***Visiovirta Oy | Espoo, Uusimaa, Finland***Director, Head of Delivery****Jan 2020 - Dec 2023***Symbio | Helsinki Area, Finland*

Led delivery for enterprise customers and collaborated closely with senior stakeholders across several long-term accounts. Connected business goals to delivery outcomes by using structured reporting, forecasting, and analytics. Supported adoption of innovative solutions and improved customer experience through clear communication and consistent follow up. Strengthened retention by identifying risks early and adjusting plans with customer teams. Worked with sales and account owners to support renewals and continued collaboration.

Delivery Lead / Project Manager**Sep 2019 - Jan 2020***Symbio Finland | Helsinki Area, Finland*

Coordinated delivery work and maintained active communication with customer contacts. Supported discovery discussions, translated needs into delivery plans, and ensured smooth adoption across teams. Improved reporting and operational tracking to make customer outcomes easier to measure.

Senior QA Consultant**Feb 2010 - Sep 2018***Symbio | Helsinki*

Delivered quality outputs supporting customer experience and operational feedback. Applied analytical thinking, data synthesis, and process optimization to improve outcomes, adoption, and retention. Supported performance management and risk identification.

Delivery Manager / Project Manager**Jan 2016 - Aug 2018***Symbio | Helsinki Area, Finland*

Managed customer relationships during ongoing delivery cycles. Improved satisfaction and long-term engagement through structured updates, risk spotting, and clear progress tracking. Collaborated with cross functional teams to ensure commitments were met. Strengthened delivery processes to make customer outcomes more predictable and measurable.

Localization Test Engineer**Oct 2007 - Jan 2010***Symbio*

Performed internationalization and localization testing, managed defect reporting, and coordinated projects to ensure functional and non-functional requirements were met efficiently.

Founder and Business Owner travel agency**Feb 2006 - Oct 2007***Nordic Eway*

Operated travel agency specializing in city trips and active holidays, managing customer satisfaction, business development, and team leadership.

Laboratory Technician Group Lead**May 2001 - Apr 2007***Merck Sharp & Dohme (former Schering-Plough, Organon, Diosynth)*

Led lab teams, quality control on pharmaceutical ingredient for healthcare products, and compliance initiatives, applying technical background and critical thinking skills.

Chemical Laboratory Technician**Mar 1999 - Jan 2001***SCAL food research*

Analysed foodstuffs, raw materials, and soil; validated results and laboratory equipment; maintained stakeholder communication.

Laboratory internship**Sep 1998 - Jan 1999***Rautaruukki Oyj Raahel*

Performed quality control of raw minerals and mineral products throughout production stages, ensuring compliance with legislation and client expectations.

Projects**Business Case: Moving Symbio Helsinki to the Heart of the City****Dec 2022**

Relocated Symbio Helsinki, managing coordination, budget, and stakeholder communication, boosting employee development and collaboration while increasing eNPS from +36 to +57. (more info:

<https://www.linkedin.com/pulse/journey-successful-change-leadership-moving-symbio-helsinki-wolting>)

Business Case: Optimization Sales to Delivery with Microsoft Technologies**Sep 2022**

Optimized workflows to improve collaboration, SaaS adoption, stakeholder management, and operational feedback. Reduced response times by 30 percent and task initiation by 40 percent using metrics-driven approaches. (more info: <https://www.woltingadvisory.fi/palveluni/>)

Business Case: Data Analysis Revenue Forecasting**May 2022**

Implemented Power BI for forecasting and complex data analysis. Applied operational feedback, data synthesis, and analytical insights to improve adoption, performance management, and revenue growth, reducing forecast error from 5 percent to 2 percent. (more info: <https://www.woltingadvisory.fi/palveluni/>)

Core Skills

Customer Success & Experience, Executive Stakeholder Management, Retention & Expansion, Account Management, Business Development, People Leadership, Actionable Insights, Process Improvement, Project Management, Cross-Functional Collaboration, Employee Development, Strategic Planning, Service Development, Customer Relationship Management (CRM), Communication, Analytical, Collaboration Skills, Entrepreneurial, Commercial Strategy, Strategic Partnerships

Education**HU University of Applied Sciences Utrecht (Hogeschool Utrecht)****Jan 2002 - Jan 2004**

Chemistry

ROC Aventus**Jan 1995 - Jan 1999**

MBO Laboratory technics

Languages

Dutch (NATIVE), English (FULL PROFESSIONAL), Estonian (ELEMENTARY), Finnish (ELEMENTARY), German (PROFESSIONAL WORKING)