ENTERPRISE SAAS / CUSTOMER ADOPTION

Aurélien Darie-Matisson.



Solution Consultant

PROFILE

I help enterprise customers adopt software that works for their teams. My experience spans SaaS implementation, customer enablement, renewals and expansion. I also build tools with AI-assisted coding, including a Chromium extension with conversational chat powered by Mistral.

CONTACT

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Netherlands

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LinkedIn ↗

FOCUS

Customer onboarding
Product adoption
Renewals & expansion
Customer business reviews
Discovery & demonstrations
Technical enablement
Public speaking
Webinar delivery

EXPERIENCE

2024 - Present

Solution Consultant

CrossKnowledge · The Hague, Netherlands

- Work with enterprise customers to understand their goals, workflows and technical constraints, then shape practical platform solutions with Sales, Product and Content teams.
- Support customer renewals and account expansion through solution consulting, aligning platform capabilities with customer needs.
- Lead discovery workshops, tailored demonstrations and working sessions for technical and non-technical stakeholders.
- Advise on LMS/LXP configuration, APIs and integrations; explain product capabilities and constraints in clear, practical terms.
- Prototype workflows and demonstrate AI-enabled capabilities, using stakeholder feedback to refine the customer experience.

2021 - 2024

Learning Technology Consultant

Wiley / CrossKnowledge · The Hague, Netherlands

- Deployed and customised enterprise LMS/LXP platforms from discovery through launch, translating requirements into configurations and user journeys.
- Led customer business reviews and helped improve adoption, using customer feedback and usage signals to identify practical changes.
- Delivered configuration, web-design and enablement workshops for administrators and learning teams to support onboarding and adoption.
- Worked across internal teams to align customer requirements with product capabilities throughout implementation.

2015 - 2021

E-learning Specialist

Alliance Française · The Hague, Netherlands

- Implemented and administered Moodle, BigBlueButton, WordPress and WooCommerce to support the move to blended and online learning.
- Built an e-commerce website connected to learning and student management systems through APIs.
- Delivered user support, tutor enablement and webinars; advised the wider Alliance Française network on e-learning.

Experience & projects.

Solution Consultant
The Hague, Netherlands

EDUCATION

Bachelor of Teaching

With honours
Communication Technologies

University of Paris, France
2010 - 2012

LANGUAGES

French	Native
English	Fluent
Dutch	A2

TECHNOLOGY

Enterprise LMS/LXP
APIs & integrations
HTML / CSS
Moodle / WordPress
BigBlueButton
Articulate 360 / H5P / Elucidat
Cursor & AI-assisted coding

HOBBIES

Motorcycling · Yoga
Improv · Cooking
Reading · Cinema
Bass guitar

EARLIER EXPERIENCE

2012 - 2015

French Teacher / Corporate Trainer

Alliance Française · Melbourne & Dar es Salaam

Delivered adult learning from A1 to C1 for professional and technical audiences, including engineers at the European Patent Office. Supported DELF/DALF assessment.

2009 - 2014

Freelance Webmaster

Independent · New Zealand, Australia & France

Designed and maintained client websites, translating requirements into practical interfaces and clear information structures.

2008 - 2012

Head Barista

New Zealand & Australia

Trained staff, prepared employee rosters and managed stock checks alongside day-to-day café operations.

SELECTED TECHNICAL PROJECTS

01 ### Capabl Manager Toolkit

Published Chromium extension

Built with AI-assisted coding for managers and administrators: learner management, registrations, AI-assisted actions, certificate export and multi-instance workflows.

Chrome Web Store ↗

02 ### Capabl Translate

Published Chromium extension

Built an AI-assisted translation workflow using DeepL, with multilingual processing, glossaries, Do-Not-Translate controls and XML re-import.

Chrome Web Store ↗

03 ### Solar-powered Moodle LMS

Independent technical project

Built a Moodle LMS on a solar-powered Raspberry Pi to deliver educational content wirelessly in remote and off-grid environments. Presented at The Hague University of Applied Sciences.