

CeleBreak

WHO ARE WE?



VISION

People enjoy football regularly together to build friendships and communities

MISSION

Create meaningful human connections through football

OUR CORE VALUES



WE ARE MISSION-DRIVEN

We base all our decisions asking ourselves if it is line with our Mission: To connect people by providing an easy way to play great matches of football



WE DEEPLY CARE & SERVE

We are empathic and listen carefully to truly understand other opinions and behaviors. On and off the field we care and serve for the happiness of the group



WE ARE ALL OWNERS

We take full accountability and responsibility for our area and do not blame others. We are taking initiative and are proactive



NO EGO. WE ACT SELFLESS

We show no ego on and off the field, we prioritize to make decisions for the good of our vision over decisions that are only in our self-interest



WE CONSTANTLY GO TO TRAINING SESSIONS

We have the constant desire and motivation to educate ourselves, proactively self-learn, and to learn from each others failures and success



WE ARE FOCUSED ON RESULTS

We prioritize results over busy work - only the Output counts



BIAS FOR ACTION

We favor action over theorizing. Trial & Error is the fastest way of learning.



WE ACT WITH INTEGRITY

We act with honesty. We commit and do what we say

OUR CURRENT COMPANY STAGE

30,000+

Users in the
last 12 months

11,000+

Active playing
users monthly

€1.35M+

Revenue in the
last 12 months

16

Full time equivalent
team members



DANIEL FOTH

CO-FOUNDER & CEO

4 years Pricing Manager at Lufthansa

- Prev. co-founded Global Goal next to full time job at Lufthansa (+150K€ in Revenue annually)
- Prev. Head of Biz Dev & Sales at +1Mio€ funded Startup Spacebase
- Prev. co-founded TSC Events GmbH (Football Festival Weekend with Barca +200K€ in aggreg. Revenue) - pivoted to CeleBreak.



PATRICIO IBARRA

CPO

CPO at Orionx, one of the leading crypto exchanges in the LATAM region, series A led by Bitfinex in 2023. Prev. Head of Product at SBPay, and Product Owner at Banco Crédito Inversiones, leading multiple product teams.



JAVI MINGUELLA

CFO

CFO at different tech startups such as Revelock, a Pre-Series B company, and Cafler, a Series A platform. Prev. Senior Corporate Development Manager at Feedzai, a Series D company valued at +\$1.5 billion, and 4 years at Inveready, one of the leading Venture Capital firms in Southern Europe.



YOHANNY CARRASCO

CHIEF OF STAFF



MIKE PETROVICH

DIRECTOR OF PRODUCT



VISHWA KRISHNA

PRODUCT GROWTH MANAGER



AILISH WESTERHOUT

PRODUCT MANAGER



ERIC BAUER

TECH LEAD



DIEGO ZAMBRANO

CUSTOMER EXPERIENCE MANAGER



NICOLAS FELIZZOLA

UX/UI DESIGNER



ALBERT MUNDET

BARCA INNOVATION HUB

BIHUB DIRECTOR AND GENERAL MANAGER



JOE BRYAN
SUPERBET VENTURES

VC AT SUPERBET VENTURES



TOM HORSEY
EONIQ VC

SERIAL ENTREPRENEUR & INVESTOR



ANDREAS MIHALOVITS

MOST ACTIVE BUSINESS ANGEL IN SPAIN



STEFAN LAUER

FORMER EXECUTIVE BOARD MEMBER LUFTHANSA



HOLGER SPRENGEL

ENTREPRENEUR & INVESTOR



RENE DE JONG

SERIAL ENTREPRENEUR & INVESTOR



OLIVER PUHL

SOCIAL ENTREPRENEUR AND ANGEL INVESTOR



FRAN PIERA
SUCCESSFUL VENTURES

GP SUCCESSFUL CAPITAL SGEIC

YOUR MISSION

As a **Customer Experience Specialist**, your main objective is to provide an unforgettable experience for all CeleBreak users, from our players to our facilities, ensuring the design of memorable experiences and their correct implementation. Given the nature of this role, the city is your office, so you must be willing to be on the ground and constantly visit our existing facilities to check process implementation quality and ensure players and facilities feel satisfied with the service we deliver.

You will work within CeleBreak's Product division, and report directly to a Customer Experience Manager and work closely with Customer Service Specialists to ensure a good delivery of the overall experience as well as Product Managers in charge of the overall strategic definitions. By ensuring a superb experience for all our users, from players to facilities, you'll enable high-quality pickup games, leagues, tournaments, field rentals, football academies, and training workout session memberships, among other solutions and features that fit within the company's product's use cases and ultimately the company's mission.



**YOUR RESPONSIBILITIES AS
CUSTOMER EXPERIENCE
SPECIALIST**



RESOURCE MANAGEMENT

- Develop scouting, recruitment, training, management and coordination of organizers, trainers and referees among other key collaborators to deliver superb experiences.
- Buy and manage assets and materials such as lockers, balls, bibs, music, food and drinks, tournament prizes, among others necessary for the experiences offered by the company to be memorable and of high quality.
- Develop and manage relationships with pitch administrators, adapting organizers tasks and practices within pitch rules and expectations



DATA ANALYSIS AND REPORTING

- Identify and analyze hours and opportunities for growth and communicate them to the Customer Service Specialists.
- Implement and support the design of delivery processes for the company's experiences defined by the Customer Experience Manager.
- Analyze information on the execution of the tasks of the organizers, referees, materials and assets in general, in order to optimize their logistics and costs.
- Analyze the behavior of users on the field, and identify opportunities for good practices to implement in the dynamics of match management.
- Analyze, follow and accompany CeleBreak users.
- Obtain feedback from users and insights to pass them on to Product Managers.
- Collaborate and maintain close communication and coordination with Product Managers and Customer Service Specialists to design customer-centric experiences.

QUALIFICATIONS



EDUCATION AND EXPERIENCE

- Students pursuing a bachelor's degree in business, marketing, communication, or another related career with a management background



SKILLS AND COMPETENCIES

- Strong communication and interpersonal skills
- Excellent problem-solving abilities and a customer-focused mindset
- Proficiency in standard office software and customer relationship management (CRM) tools



PERSONAL ATTRIBUTES

- Comfortable speaking in Spanish and English is mandatory.
- Discipline, organization, and accountability.
- Framework oriented person.
- Self-motivated, results-driven, and adaptable.
- Capacity to prioritize and adapt to changes.
- Passionate about sports, especially football.
- Able to thrive in a dynamic fast-paced professional environment.



WHY SHOULD YOU APPLY?

Our vision to build the greatest football-playing community. We are committed to facilitating playing football whenever and wherever you want. You have the chance to help us keep building the greatest football community.

As our **Customer Experience Specialist**, you will be one of the primary points of contact for all our users and thus will shape how our community perceives the CeleBreak experience.

THANK YOU