

Customer Success specialist with 4+ years of experience turning subscription customers into long-term revenue, combining consultative selling, sharp needs analysis and cross-functional collaboration. Next to that I build and run AI tools in production: four live services that AI agents discover and pay for per call, with monitoring, tests and signed, auditable results.

Looking for: a customer-facing role at a company that builds AI agents or voice AI (solutions, customer success or partnerships), in Amsterdam or remote.

EXPERIENCE

AI Builder · FIZZL (independent)

2026 — present

- Designed, built and run four live pay-per-call services for AI agents: agents pay per request in USDC on Base or Solana via the x402 standard, with no account or API key. Each has an MCP server and is listed in the Coinbase Bazaar.
- Own everything end to end: product idea, design decisions, security model, deploys and running it in production. I build with Claude and Claude Code: I specify, review every change and decide what ships.
- Security and auditability by design: every verdict carries a signed receipt; secrets live only in the host; internal service-to-service access with timing-safe keys; monitors never pay.
- Run it like a product: health checks, a monitor every 3 hours, a usage log with a dashboard I built, and fixes driven by production data (e.g. a timeout found in the logs cut a slow check from 49.7 s to 23.8 s).
- Published two npm packages for agent developers (x402-safe-fetch, presign-guard-wallet) via trusted publishing.

4 LIVE SERVICES

PAID BY AI AGENTS

MCP SERVERS

x402 · BASE · SOLANA

NODE.JS

RENDER · GITHUB ACTIONS

Customer Success & Sales Specialist · Mediahuis

2024 — present

- Manage a portfolio of 200+ B2C subscription customers of a news and media publisher, focused on retention, account expansion, customer communication and cross-functional coordination.
- Proactive retention interventions, upsell and cross-sell, and escalation handling across teams.

~20%

churn reduction

15-25%

account uplift

30%

fewer escalations

< 4h

response time

SALESFORCE

RETENTION

UPSELL / CROSS-SELL

Commercial Consultant · Startups & Web3 (independent)

2020 — 2023

- Advised 6 early-stage startups on go-to-market strategy, SaaS propositions and founder pitch processes.

6 STARTUPS

2 SAAS PROPOSITIONS

50 USERS IN 90 DAYS

350K+ SEED FUNDING

Sales & Operations · TK Maxx Amsterdam

2017 — 2019

- Customer advice and product knowledge in a 25-person team; top-3 in sales; helped reduce stock errors by ~15%.

LIVE PROJECTS

presign-guard presign-guard.fizzl.eu

Green, orange or red verdict before an agent or wallet signs a transaction, approval or signature, with reason codes and a signed receipt. From \$0.01.

x402 Doctor x402-doctor.fizzl.eu

Checks a paid API the way a paying agent would, with a fix for every problem. Free web check; agents pay from \$0.001.

PlainText plaintext.fizzl.eu

presign-guard's verdict on wallet approvals, explained in plain language for people. 3 free checks a day; agents pay \$0.03-\$0.04.

Ichimoku Signal ichimoku-signal.fizzl.eu

Ichimoku Cloud trading signals, price levels and a ranked scan of 148 coins, plus a public paper test of a trend-following rule.

FIZZL Digital Twin ai.fizzl.eu

A conversational CV: Claude with semantic RAG, session memory and automated evaluation.

npm packages npmjs.com

x402-safe-fetch (checks an endpoint before an agent pays) and presign-guard-wallet (pre-sign checks for wallets).

SKILLS

Sales

Consultative selling, upselling / cross-selling, churn reduction and account expansion.

Customer success

Relationship management, needs analysis and customer retention. Salesforce CRM, Microsoft Office 365.

AI & agents

Claude API and Claude Code, prompt design, RAG with automated evaluation, MCP servers and tools for AI agents, guardrails where the model explains but never decides.

Backend & APIs

Node.js / Express APIs, OpenAPI specs, scheduled jobs, caching, timeouts and fallbacks, rate limits and free quotas. Basic Python.

Security & reliability

Secrets management, signed receipts for every verdict, timing-safe service-to-service auth, sanctions screening, health checks, monitoring and log-driven debugging.

Web & tooling

Git and GitHub, GitHub Actions (tests, deploys, scheduled runs), Render, npm with trusted publishing, Playwright, HTML/CSS/JS and bilingual sites (NL/EN).

Web3 & payments

x402 payments in USDC on Base and Solana, ERC-20 approvals, EIP-712 and Permit2 signatures, wallet-security data (GoPlus, on-chain RPC).

Data & research

CRM-based account analysis, usage dashboards, backtests with random-entry controls and public paper tests with fixed rules.

Languages

Dutch (native) · English (C1) · German (B2) · French (B1).

EDUCATION

Inholland Amsterdam

Small Business & Retail Management

Hogeschool van Amsterdam

Media & Informatiemanagement

LINKS

Live tools: fizzl.eu/#tools · Projects: projects.fizzl.eu · Code: github.com/Fizzl13 · LinkedIn: linkedin.com/in/fritszwager