



Energy Intelligence provider Vortexa welcomes new Head of Customer Success, Sabrina Gross as teams and operations continue to exponentially expand globally

- Sabrina is an expert in building robust and enduring customer relationships within the technology sector, having worked for specialist companies including Verint, Vizolution and Mer Group.
- Sabrina's proficiency in combining data and context to deliver exceptional customer experiences will bring tremendous value to the client-centric ethos at Vortexa and allow customers to unlock the full power and potential of Vortexa's advanced analytics.

13, September, 2021 - **London** - [Vortexa](#), the energy trading and shipping intelligence provider that combines AI and deep industry expertise to provide the most complete real-time data and analytics tools for waterborne energy and shipping markets, announced today that [Sabrina Gross](#) has joined as Vortexa's Head of Customer Success.

Sabrina is a seasoned expert in streamlining complex customer journeys into exciting and effortless experiences. She has held a number of senior positions, including Customer Success Director at Vizolution, Director of Business Operations at Mer Group and EMEA Knowledge Delivery Manager at Verint. Sabrina's deep understanding of how to nourish customer relationships and transform transactional remote interactions into personalised engagements will significantly contribute to Vortexa's continued success as global growth rapidly accelerates.

As Vortexa's leading AI technology advances, global teams expand and regional strongholds intensify, maintaining a flawless customer experience remains the cornerstone goal of the company.

"Energy is the commodity with the biggest impact on our daily lives and as such, reliable real-time data is very important for society. With the growth-in-demand experienced in the market, forecasting and efficiency become even more important and Vortexa can help in these areas," said Sabrina. "In a market that has so many different data sources and noise, Vortexa is playing a central role in enabling our customers to see accurate, aggregated data at a global level - a true game-changer."

Vortexa's intuitive analytics platform allows traders, market analysts, brokers, charterers and data scientists to make better-informed trading and shipping decisions faster. Vortexa provides the most comprehensive and accurate view of waterborne crude, refined products, LNG flows and freight available today, which uses exclusive data sources, machine learning and state-of-the-art technology with close oversight of senior energy and shipping market experts.

"It is super exciting to have Sabrina at Vortexa as our Head of Customer Success. Sabrina's incredible experience will help our clients and partners maximise the value from Vortexa's advanced analytics and allow us to strengthen, deepen and scale our relationship network in the market" said Fabio Kuhn, CEO of

Vortexa.

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For more information on Vortexa, visit www.vortexa.com and find Vortexa on [LinkedIn](#).

About Vortexa

Vortexa tracks more than \$1.8 trillion of waterborne energy trades per year in real-time, providing energy and shipping companies with the most complete picture of global energy flows available in the world today. Vortexa's highly intuitive web-based app and programmatic API/SDK interfaces help traders, analysts and charterers make high-value trading decisions with confidence when it matters the most.