



Nace Arcon

Sales & Marketing

Intro

At 13, I launched my first YouTube channel. By 14, I was deep into spreadsheets and crypto miner specs. The plan my brother and I finally pitched to our parents back then would be worth over €10 million today.

At school, I was the unofficial tech support whether it was helping the headmaster, or getting Wi-Fi when teachers wouldn't share it. How things work, how they break, and how people use them—it's all very exciting!

Fast forward to today, I'm leading operations at Enigmarium — one of Europe's best escape rooms. More details on this in my experience section.

Now, I'm ready to bring that same energy into digital marketing and/or technical sales. I'm especially drawn to roles where understanding both people and product is key to landing the sale. I like simplifying technical solutions for clients. Identifying untapped revenue opportunities. And creating content that resonates and builds trust.

I'm looking for a team where I can learn fast, build both connections and skills, and start making impact from day one. Direct mentorship, a fast-paced environment & a bonus system would be a big plus to me.

Contact Info

Email
nace.arcon@gmail.com

Phone
(+386) 31 235 864

Location
Ljubljana, Slovenia

Links

LinkedIn
in/nacearcon

Languages

English
C2 - Fluid

Slovenian
C2 - Fluid (Native)

Croatian
B1 - Threshold

Experience

Feb 2024 - Present Ljubljana, Slovenia



Operations Manager
Enigmarium

Skills: Adaptability, Project Management, Recruiting, Business Process Improvement, Data Analysis, Marketing Attribution Models, Cross-functional Collaborations, Notion, Airtable, Zapier, Hotjar, API Familiarity, Email Marketing, Facebook Ads, Google Ads, SEMrush, SEO, Sales Management, Solution Selling, CRM, Salesforce.com, HubSpot, Time Management, Adaptability & Learning Agility, Customer-Centric Communication

• Restructured the pricing model of one of Enigmarium's niche offerings, resulting in 2 new bookings within the 1st week, an 8% profit margin increase for the most affordable package, and 78% for the newly introduced premium package.

• Onboarded 4 new game masters, leading to an 18% increase in employee availability & in turn booking acceptance (from 74% to 92%).

• Managed 23 game masters including 24/7 availability for help & issue resolution, conflict resolution, organization of game nights, and more; leading to a 7.1% lower turnover rate compared to the EU average

Jan 2023 - Feb 2024 Ljubljana, Slovenia



Game Master
Enigmarium

Skills: Adaptability & Learning Agility, Time Management, Empathy in Sales, Creative Problem Solving, Public Speaking, Customer-Centric Communication, Cross-functional Collaborations, HTML/CSS Basics, Needs Analysis, Product Demonstration, Objection Handling, Sales Prospecting, Lead Qualification, CRM, Facebook Ads, Google Ads, SEO

• Acted as the first point of contact for players, ensuring seamless game setup and troubleshooting in high-pressure scenarios to maintain a 98% satisfaction rate.

• Trained and mentored new game masters, contributing to a smoother onboarding process and a reduction in errors during games.

• Collaborated on creative team projects, assisting in the design and testing of new escape room themes and puzzles like the escape room experience in Center Noordung in Vitanje.

• Diagnosed and resolved technical and thematic challenges within the escape rooms, ensuring seamless gameplay by maintaining intricate puzzles, immersive props, and atmospheric settings.

Education

Aug 2021 - June 2022 Ljubljana, Slovenia



Computer science technician
CDI Univerzum

• Developed a broad range of IT skills, including programming, web development, document design, server and system maintenance, certificate installation, and working with encryption algorithms.

• Gained hands-on experience through team projects, solving real-world IT problems and strengthening teamwork, communication, and problem-solving abilities.

• Successfully completed the vocational matura, earning the title Computer Technician, which qualifies for employment in IT roles or further higher education.

Skills

Sales

CRM HubSpot Salesforce.com Prospecting
Apollo Lead Qualification Objection Handling
SPIN Selling Product Demos Needs Analysis

Marketing

Facebook Ads Google Ads Email Marketing
SEMrush SEO (Search Engine Optimization)
Videography Social Media Photography

Business Operations

Project Management Notion Time Management
Toggl Track Airtable Lean Analytics Hotjar
Google Analytics Public Speaking

Technical

n8n Zapier Mailchimp BP Automation
Data Analysis Web Development Cursor
Figma Photoshop Adobe Creative Suite

Recommendations

“ Nace is a highly motivated, intelligent, and broadly knowledgeable individual. His in-depth technical expertise and constant desire to learn and develop his skills played a key role in solving the wide range of challenges we faced every day.

Whether it involved malfunctioning cameras, issues with computer equipment, technical faults in the rooms, or other unexpected situations, he always managed to find a quick and effective solution.

Beyond his professional excellence, he stands out for his exceptional human qualities. As a leader, he consistently built trust, respect, and equality. He was always ready to listen to the team's concerns and look for solutions together. His communication was consistently professional, calm, and supportive. Even when mistakes occurred, he addressed the situation without assigning blame—with understanding and a clear focus on solutions.

I am confident that with his knowledge, experience, and outstanding potential, Nace will be a valuable asset to any team. I recommend him warmly.



Game Master at Enigmarium
Gaja Đukić

”