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# Key Account Manager / Sales Manager

## Despre mine

Full of energy and always eager to acquire new skills and develop existing ones, I am an experienced sales professional with a strong background in formal communication. I have worked at an executive level with world-renowned American companies such as Amazon and DHL Express. I currently hold the Key Account Manager in Public Affairs position at INDRIVO SRL. My role involves developing sales strategies, maintaining client relationships, and ensuring efficient sales processes.

Additionally, I have experience as a Business Development Manager at EBS Integrator, where I identified new sales opportunities and nurtured existing client relations.

As a Team Leader in the Business Development department at AIESEC in Chișinău, I practiced and enhanced my communication skills with local companies. Describing myself in three words, I would say I am friendly, solution-oriented, and sincere.

- Exceptional Communication Skills: Proficient in maintaining client relationships through regular meetings and various communication channels.

- Fluent in Written and Spoken English: Adept at delivering presentations and engaging in professional correspondence.

- Lead Generation Expertise: Experienced with cold calls, introductory meetings, cold emails, and other lead approach techniques.

- Strong Sense of Responsibility: Consistently ensure accurate and regular data entry, as well as maintain updated client profiles.

- Negotiation and Bargaining Skills: Effective negotiator with a track record of developing personalized offers and closing deals.

- Technical Knowledge: Familiar with programming languages and development processes, enabling collaboration with technical teams.

- Proficient in MS Office: Advanced user of Microsoft Office suite for data management and reporting.

- Critical Thinking and Problem-Solving: Capable of analyzing sales trends, monitoring key performance indicators, and anticipating client needs.

- Sales and Data Analysis: Skilled in centralizing sales data, using CRM for data management, and preparing periodic sales reports.

- Team Leadership: Experienced in leading teams and coordinating internal efforts to deliver excellent service to clients.

- ♀ 25 ani
- ♂ Masculin
- ◎ Chișinău

## Preferințe

- Full-time

## Limbi

- **Română** · Fluent
- **Rusă** · Fluent
- **Engleză** · Fluent
- **Franceză** · Elementar

## Permis de conducere

Categorie: B

## Experiența profesională

### **Key Account Manager | Public Affairs** · INDRIVO · Chișinău

*Februarie 2024 - Prezent · 2 ani*

#### 1. Achieving Sales Targets:

- Develop strategies for repeat orders and loyalty.
- Maintain client relationships through regular contact.
- Improve sales processes for efficiency.
- Ensure sales activities align with pricing strategies and profitability.

#### 2. Product Knowledge:

- Study all company products/services in detail.
- Understand features, benefits, and technical specs.
- Participate in presentations and events for deeper insights.
- Collaborate with development teams for updates and technical understanding.
- Compare products with competitors to highlight advantages.

#### 3. Client Relationship Management:

- Understand client needs through regular meetings.
- Maintain communication through various channels.
- Provide updates on products/services.
- Attend networking events to strengthen relationships.

#### 4. Upselling and Cross-Selling:

- Tailor offers to client needs.
- Provide reports on upselling/cross-selling opportunities.
- Develop personalized offers.
- Analyze purchasing behavior to anticipate needs.

#### 5. Sales Data Analysis and Reporting:

- Centralize sales data.
- Use CRM for data management.
- Analyze sales trends and influences.
- Monitor key performance indicators.
- Prepare periodic sales reports.

#### 6. Internal Systems and Data Management:

- Maintain data on customer contracts and offers.
- Ensure accurate and regular data entry.
- Use internal systems for client portfolio management.
- Update client profiles with relevant information.
- Record all client interactions.
- Generate sales performance reports using CRM tools.

### **Business Development Manager** · EBS INTEGRATOR · Chișinău

*Ianuarie 2023 - Februarie 2024 · 1 an 2 luni*

- Responsible for creating new sales channels and promoting existing ones in order to achieve and

exceed targets settled by BoDs and/or the company's shareholders, including but not limited to lead generation, events, networking, etc.

- Responsible for creating and developing strong business relationships and partnerships with potential customers- corporate clients and start-ups, "buyer persona" etc
- Prepare and successfully implement, sales and growth development plans following the company's commercial strategy.
- Closely work with key internal stakeholders & management team (Software Delivery Manager, Tech Leads, Chief Project Management, Senior Business Analysts/Tech Architects/Marketing Team - to ensure full implementation of the proposed sales growth plan in terms of technologies, people, overall efficiency, etc.
- Responsible for approving sales contracts based on set limits approved by BoD.
- Identify new opportunities, develop new client relationships, create business proposals, and write bids.

**WORK EXPERIENCE**

- Manage client relationships and ensure that the BoD and executive management team are kept informed of market opportunities and business development activities.
- Oversee competitors' activity and propose adjustments to the Company's plans on necessity.
- Responsible for managing the calendar, scheduling meetings, and clear and timely deliverables to the executive team and other stakeholders.
- Develop and maintain clear and structured periodical reporting to BoD to communicate the main objectives and key results (OKRs).
- Develop and implement a sales development policy and plan for sales & marketing departments with documented follow-up and feedback process.
- Participate in the preparation of the Company's budgets in terms of sales and revenue growth and expenses, ensuring a 6-12-24 continuity plan for revenue

### **Business Development Representative ·**

**Index.dev · Chișinău**

*Iunie 2022 - Ianuarie 2023 · 8 luni*

- Identify prospective clients through extensive research of corporate profiles and connect with potential clients and partners for the whole spectrum of our services
- Identify and reach out to key decision-makers within organizations and connect with them in order to develop further business
- Arrange business meetings with prospective clients

**Диспетчер** · Just in Time Cargo Inc. · Chișinău*Martie 2021 - Septembrie 2021 · 7 luni*

- Search for cargo on board (DAT)
- Work in the databases (Axis, Excel)
- Tracking and Tracing (Samsara, Macropoint)
- Sale of cargo (Brokerage)
- Contractual loads with DHL

**Брокер** · PAP Logistics INC · Chișinău*Octombrie 2020 - Februarie 2021 · 5 luni*

- organizing the transportation of goods, including the provision of intermediate services and the implementation of relevant formalities on behalf of the shipper and consignee
- looking for new clients
- communication exclusively in English

**Studii: Superioare incomplete****Universitatea Tehnica A Moldovei***Studiez la moment*

Facultatea: FCIM

Specialitatea: Tehnologii Informaționale

**Cursuri, training-uri****LTТ Intership***Absolvit în 2021*

Organizator: AIESEC