

# Andrei Trifu

## Account Manager

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## Core Competencies and Achievements



**Customer Service:** Excellent customer service and communication skills acquired whilst working as an Account Manager and Business Development Manager helping the account portfolio grow and decrease churn

**Relationship Building:** Building and maintaining strong relationships with clients, understanding their needs, and establishing trust and credibility within my roles in Liliput and Horeca.

**Communication and Presentation:** Excellent verbal and written communication skills, including the ability to deliver compelling presentations, articulate value propositions, and engage with clients at all levels of the organisation.

**Problem Solving:** Identifying and addressing customer issues and challenges, collaborating with internal teams to find solutions, and managing customer expectations effectively.

## Work Experience



### **Senior Quality Inspector- Johnson Matthey**

**February 2018- Present**

- Overseen the training of new team members consisting of 12 Junior Quality Inspectors on quality control issues, fostering a culture of continuous improvement.
- Collaborated with production quality engineers to identify and implement measures for enhancing product quality
- Developed comprehensive documentation for quality issues, including detailed corrective actions taken
- Served as the primary point of contact for resolving challenges, providing timely support and guidance to the team
- Enforced and monitored compliance with company's quality check procedures, maintaining consistent product quality



**Account Manager - Liliput Co. Ltd.**  
**June 2012- February 2018**

- Achieved growth in sales and margin targets, achieving a staggering 320% increase in the number of accounts from 30 accounts to 96 active accounts. This success positioned Liliput Co. as one of the leading brands in Constanta, Romania.
- Established and nurtured strong customer relationships by consistently delivering exceptional service and support, resulting in a customer satisfaction rate of over 95% and a significant increase in repeat business.
- Exceeded sales targets consistently, surpassing monthly quotas by an average of 20%. Employed meticulous attention to detail in managing and verifying sales documentation, ensuring 100% accuracy and customer satisfaction.
- Aligned and coordinated across teams and functional groups to ensure that our team's goals are fully aligned with the overall objectives of the company
- Demonstrated my ability to work collaboratively by closely collaborating with various internal teams, including Customer Success, Technical Support, and Product teams
- Developed persuasive sales pitches that effectively showcased the unique value propositions of our tech products, resulting in a 40% conversion rate from initial meetings to closed deals



**Business Development Manager - Horeca Expert**  
**June 2011- June 2012**

- Utilized a consultative approach to help customers identify and procure essential hospitality products and supplies, delivering exceptional service throughout the process.
- Cultivated and nurtured strong relationships with customers through effective communication and engagement, both in-person and via various channels (phone, email).
- Proactively managed customer accounts, ensuring their satisfaction by consistently surpassing their expectations.
- Demonstrated a track record of achieving and surpassing profitable sales targets, aligning with business forecasts and budgets.
- Managing and checking all sales documentation with increased attention to detail ensuring that all our customers were satisfied with the level of service provided
- Provided training and support to new sales team members, enabling them to quickly integrate into the department and contribute to sales growth.

## Education History



### **Masters of Science in Quality Management**

Bucharest Academy of Economic Studies

### **Bachelor of Arts in Economic Studies**

Bucharest Academy of Economic Studies

## Certifications and professional training



### **AWS Certified Solutions Architect**

Amazon Web Services Training and Certification (2021)

### **IMO Shipping Training Courses - Basics**

International Maritime Organisation (2018)

## Technological Skills



- Salesforce
- PowerBI
- SAP
- MES
- Atlassian
- Excel
- Microsoft 365
- G Suite